

DELPHI Customer Support Help Desk

Student Guide

Table of Contents

DELPHI Customer Support Help Desk.....	1
DELPHI Customer Support Help Desk	1
Overview	2
Entering a Request to Reset Password.....	3
Entering DELPHI Reset Password Request.....	4
Lab 1: Entering a Request to Reset Password.....	13
Lab 1 Solutions: Entering a Request to Reset Password.....	14
Entering an Accounting, Application, or Reporting Question.....	19
Entering DELPHI Accounting Questions	22
Entering DELPHI Application Questions.....	32
Entering DELPHI Reporting Questions.....	42
Lab 2: Entering Questions in Kintana.....	52
Lab 2 Solutions: Entering Questions in Kintana.....	53
Using Kintana to Manage Requests.....	58
Interacting with the Workflow in Kintana	59
Lab 3: Interacting with Kintana	68
Lab 3 Solutions: Interacting with Kintana	69
Lab 3 Solutions: Interacting with Kintana Create Express	74
Additional Information for Security Officers	75
Entering DELPHI Access Request	76
Summary.....	86

DELPHI Customer Support Help Desk

Section Objectives

At the end of this section, you should be able to:

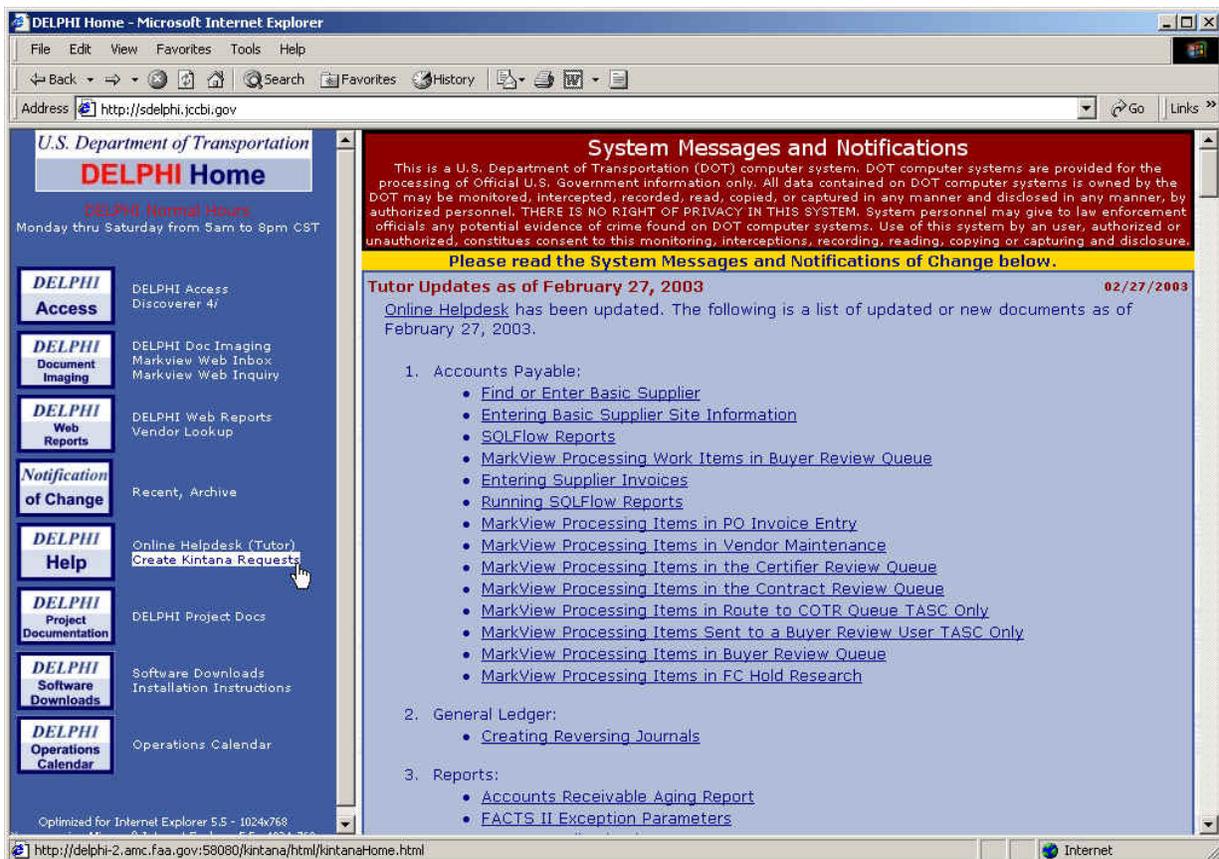
- Enter a Kintana Request to ask an accounting question, application, or reporting question
- Enter a Kintana Request to get your password reset
- Manage Requests in Kintana.

Overview

You can get assistance for DELPHI using Kintana. Kintana is a web-enabled, graphical user interface tool designed to streamline and track requests for assistance.

Kintana automatically routes the Request, based on the Request type, through a pre-designed workflow. Users are notified during each step of the Request process. Information may be shared among users, or an action/approval may be required from the user in order for the Request to proceed to the next step in the process. Kintana gives users a tool in which to manage, track, and report on Requests from their creation to final resolution.

You can access DELPHI Assistance through the DELPHI Home Page (<http://sdelphi.jccbi.gov>) in any standard Internet Browser. Select 'Create Kintana Request' to the right of (I) DELPHI Help.



Entering a Request to Reset Password

When you submit a Kintana Request to get your password reset, the DELPHI system administration staff personnel are paged. They also receive an e-mail message with the applicable information to access the Request. They immediately perform the required setup in the Oracle Financials to reset the password and notify you that it has been completed.

Entering DELPHI Reset Password Request

Accessing Kintana

Internet Browser

N → Internet Browser → DELPHI Home Page

DELPHI Home Page

Access Kintana through the DELPHI Home page [<http://sdelphi.jccbi.gov>] in any standard Internet Browser.

U.S. Department of Transportation

DELPHI Home

<http://sdelphi.frcbi.gov>

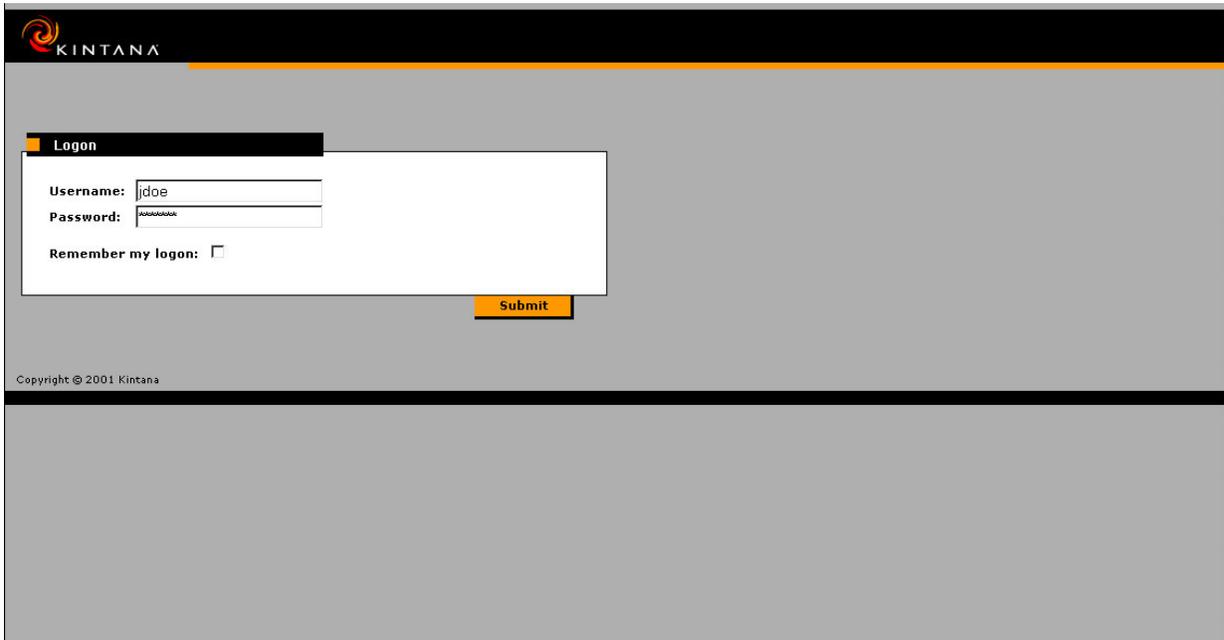
DELPHI Normal Hours
Monday thru Saturday from 5am to 8pm CST

DELPHI Access	DELPHI Access
DELPHI Document Imaging	DELPHI Doc Imaging Markview Web Inbox Markview Web Inquiry
DELPHI Web Reports	DELPHI Web Reports Vendor Lookup
Notification of Change	2002, 2001, 2000
DELPHI Help	Online Helpdesk (Tutor) Create Kintana Requests
DELPHI Project Documentation	DELPHI Project Docs Software Download Page
DELPHI Project Homepage	DELPHI Project Homepage
DELPHI Software Downloads	Adi 7.1.3 (base) Adi 7.1.10 (patch) Prod sqlnet.ora Prod tnsnames.ora

48701

Optimized for Internet Explorer 5.5 - 1024x768
You are using Microsoft Internet Explorer 5.5 - 1152x864

1. Select the Create Kintana Requests hyperlink. The Kintana Logon screen appears.



2. Enter your username and password at the Kintana Logon Screen and select (B) Submit.

When entering your password for the first time you are prompted to enter a new password and confirm the password you just entered. Please note that the password field is case sensitive.

Create New Request



- In the Kintana Home window, select Create A Request from the Actions dropdown menu located in the upper right area of the window.

The screenshot shows the Kintana Home window with a navigation bar at the top containing 'Home', 'Actions', 'Search', 'Options', 'Help', and 'Sign Out'. Below the navigation bar is a 'Welcome' message. The main content area is titled 'Create New Request' and features a dropdown menu for 'Request Type' with 'DELPHI Reset Password' selected. A 'Create' button is positioned below the dropdown. At the bottom of the page, there is a copyright notice 'Copyright © 2001 Kintana' and a link for 'About Kintana'.

- In the Create New Request window, select DELPHI Reset Password from the LOV in the Request Type field.
- Select (B) Create.

Create New DELPHI Reset Password

The screenshot displays the 'Create New DELPHI Reset Password' form. The navigation bar at the top includes 'Home', 'Actions', 'Search', 'Options', 'Help', and 'Sign Out'. The form is organized into three main sections:

- Header:** Contains fields for 'Created By' (dmcneely), 'Department' (a dropdown menu), 'Sub-Type', 'Workflow' (DELPHI Request to Reset Password), 'Priority' (Normal), 'Application', 'Assigned To' (elatorre), 'Assigned Group' (DELPHI Security Desk), 'Request Group', and 'Description'.
- Details:** Contains fields for 'Type of Request' (Reset Password), 'Userid', 'First Name', 'M/I', 'Last Name', 'Title', 'Organization/Location', 'Requestor email addr', 'SSN (Last 6 digits)', 'Office Phone', 'Hire Date', and 'Supervisor'.
- Notes:** A large text area for entering notes, currently empty.

References		
New URL:	<input type="text"/>	<input type="button" value="View URL"/> Description: <input type="text"/>
New URL:	<input type="text"/>	<input type="button" value="View URL"/> Description: <input type="text"/>
New Attachment:	<input type="text"/> <input type="button" value="Browse..."/>	Description: <input type="text"/>
New Attachment:	<input type="text"/> <input type="button" value="Browse..."/>	Description: <input type="text"/>
		<input type="button" value="Submit"/> <input type="button" value="Cancel"/>

Note: * Indicates required field.

- Complete all required fields. Other fields are optional, but are often helpful when later reviewing an open Request.

CREATE NEW DELPHI RESET PASSWORD		
Header Area		
Field Name	Comments	Required?
Created By	The Username defaults from the sign-on screen.	Display Only
Department	Select a value from the dropdown menu.	Yes
Sub-Type	N/A	N/A

Workflow Priority	<p>Indicates the current priority of the Request. This can be set by the requestor and updated by analysts examining the Request. Select a value from the dropdown menu. Use the following definitions:</p> <ul style="list-style-type: none"> • Low - An enhancement request has been or should be submitted to Oracle. • Normal - Items that allow for correction of erroneous entries such as accounting adjustments (unless they are required for one of the items in the emergency category). Also included are any items for which there is an acceptable workaround. Resolution - over 30 days. • High - Items that prevent timely recording of accounting transactions such as interfaces, billings, obligations, etc. Also in this category is user documentation. Resolution - within 30 days. • Critical - Items that fall into the emergency category but there is a workaround. However the workaround is unacceptable and a resolution is required. If a TAR is logged it should be P2. Resolution - 2 - 3 days. • Emergency - The only items that should be logged as emergency are items that cause a work stoppage (prevent payments from getting processed, prevent closing of month or year, or that prevent producing mandated reports (SF224, FACTS I and II, etc.). These require 24 X 7 support until they are resolved. If a TAR is logged it should be P1. Resolution - ASAP. 	No
Application	Indicates which system application the Request currently falls under. Select a value from the dropdown menu.	Yes
Contact Name	The person assigned to the request will enter this value.	No
Assigned To	Defaults to the DELPHI Security Officer. No action is required.	No
Assigned Group	Defaults to the DELPHI Security Desk. No action is required.	No
Contact Phone	The person assigned to the request will enter this value.	
Request Group	Choose DELPHI.	No
Contact Email	The person assigned to the request will enter this value.	No
Description	Enter a brief description.	No
DETAILS Area		

DELPHI User Access Request Area		
Type of Request	Defaults to "Reset Password".	Yes
SSN(Last 6 digits)	Enter the last 6 numbers of the employee's Social Security Number.	Yes
Userid	Enter the User ID of the employee.	Yes
Office Phone	Enter the employee's office phone number.	Yes
First Name	Enter the employee's first name.	Yes
Hire Date	Optional field.	No
M/I	Enter the employee's middle initial.	Yes
Supervisor	Optional field.	No
Last Name	Enter the employee's last name.	Yes
Title	Optional field.	No
Organization/Location	Enter your organization and location.	Yes
Requestor email addr:	Enter the requestor's email address.	Yes
Notes Area		
Enter any notes pertaining to the current Request.		
Request References		
New URL	Enter the Universal Resource Location (URL) related to the current Request.	No
View URL	Select to view saved HTML page.	No
Description	Enter the description of the documents related to the current Request.	No
New Attachment	Attach a document, graphic, spreadsheet, etc. to provide additional information about the current Request.	No
Browse	Select (B) Browse to find the file you want to attach.	No
Description	Enter a description of the file attached.	No

7. Select (B) Submit to enter your new Request into the database and open the Request Creation Confirmed window.

Request Creation Confirmed

Home | Actions | Search | Options | Help | Sign Out

KINTANA Welcome

Request Creation Confirmed

The following request has been created and submitted:
Request #: [30417](#) **Description:**

Create New Request

*Request Type:

Create

Copyright © 2001 Kintana [About Kintana](#)

The Request No. is automatically generated.

8. Select the Request # link to view Update Request Details.

Update Request Details

KINTANA Home | Actions | Search | Options | Help | Sign Out
Welcome

Request Details

Request #: 30417 Description: Action Required: **Approve/Disapprove** [View Full Status Below](#)

Request Status: New

Header

Details | Notes | Status | References

Request No.: 30417
* Department: DELPHI Project Staff
Workflow: DELPHI Request to Reset Password
Priority: Normal
Assigned To: elatorre
Request Group:
Description:

Request Type: DELPHI Reset Password
Sub-Type:
Application:
Assigned Group: DELPHI Security Desk

Created By: dmcneely
Created On: October 14, 2002
Request Status: New
Contact Name:
Contact Phone:
Contact Email:

Details

DELPHI User Access Request

* Type of Request: Reset Password
* Userid: msmith
* First Name: Mary
* M/I: Q
* Last Name: Smith
Title:
* Organization/Location: AMZ-200
* Requestor email addr: msmith@jccbi.gov

* SSN(Last 6 digits): 123456
* Office Phone: 722-6543
Hire Date:
Supervisor:

Notes

Status

Seq	Workflow Step Name	Step Status	User Name	Date
1	Security Officer Desk Check.	Approve/Disapprove		10/14/02 12:15 PM CDT
2	Close (Immediate success)			
3	Close (Immediate failure)			

[Graphical View](#)

References

New URL: [View URL](#) Description:
New Attachment: [Browse...](#) Description:

OK **Cancel**

You can quickly navigate to the Details, Notes, Status, or References by selecting the hyperlink at the top of the Update Request Details screen.

The following is a brief description of what each section contains:

- **Details** – contains information which apply directly to the particular Request type that was created, as well as, any captured User Data.
- **Notes** – displays any notes pertaining to the current Request.
- **Status** – displays all of the Workflow Steps to which the Request is to be routed, and gives the status of each completed/in-progress step. If a blue button is displayed adjacent to a step in the flow, you can interact by selecting the button and answering the questions that are displayed.

- **References** - displays the URL and Description for documents related to the current Request.
9. Select one of the following to proceed or end your session:
- In the Banner section, select (B) Home to proceed to the Main Page.
 - In the Banner section, select (B) Sign Out to end the session.
 - From the Internet Browser, select (B) Back icon to return to the list of queried Requests.

Lab 1: Entering a Request to Reset Password

Scenario

You have tried to enter your password three times in the Oracle Financials and were unsuccessful at gaining access. Now you need your password reset. Enter a Kintana Request to get your password reset. Use the Kintana test system to enter your request.

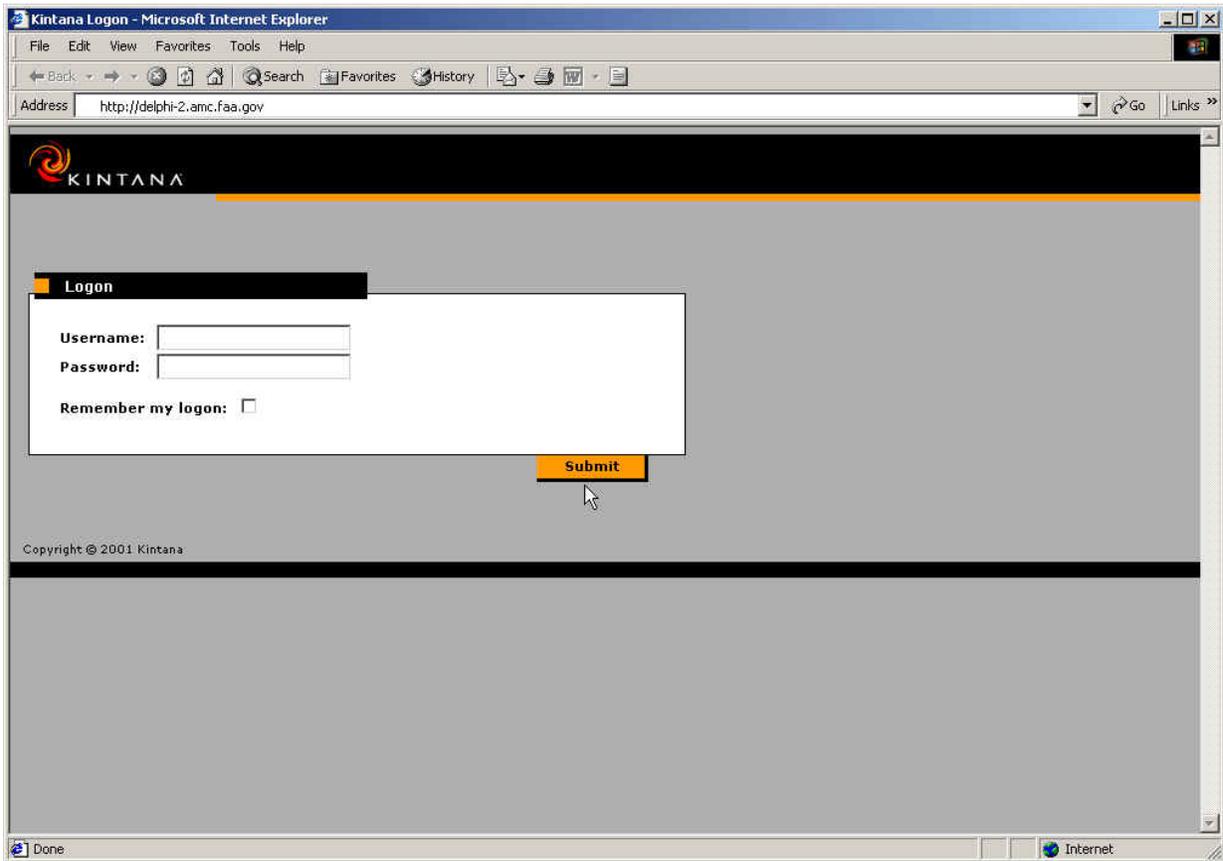
Lab 1 Solutions: Entering a Request to Reset Password

Step 1: Access Kintana Test System

1. Open your Internet Browser.

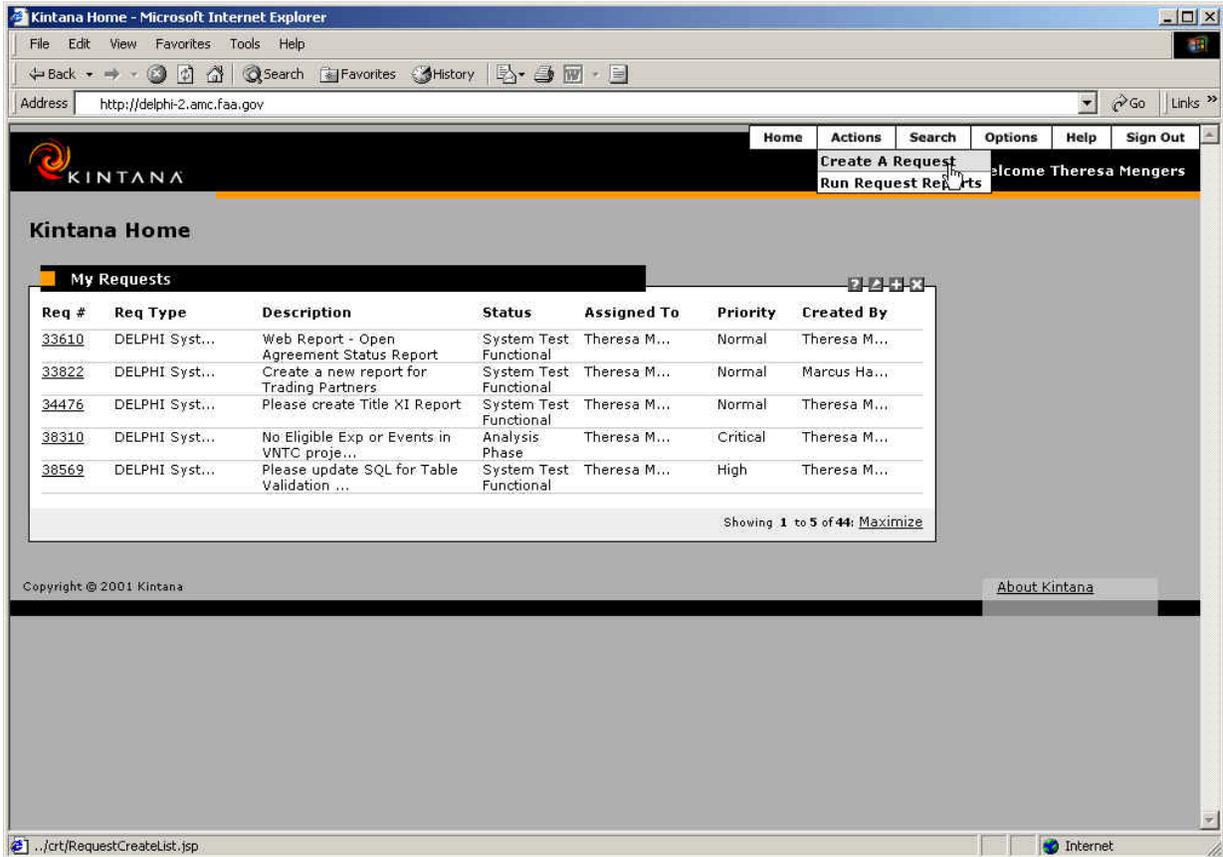
N → Internet Browser → <http://delphi-1.amc.faa.gov:58080/kintana/web/knta/global/Home.jsp>

Step 2: Enter the Request



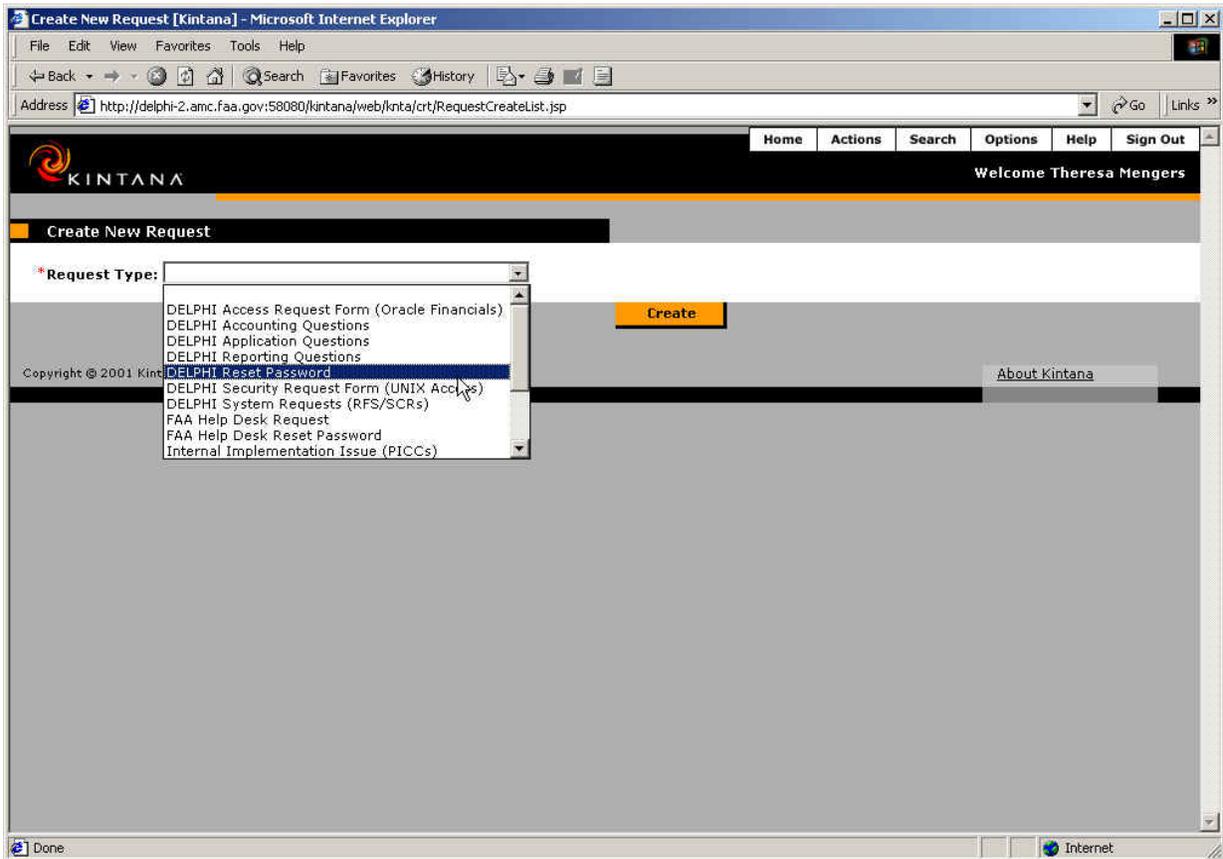
2. Enter your User-ID and Password.
3. Select (B) Submit.
4. Since this is your first time to logon, enter a new password.

Lab 1 Solutions: Entering a Request to Reset Password



5. Select Create A Request from the Actions dropdown menu located in the upper right area of the Kintana Home window.

Lab 1 Solutions: Entering a Request to Reset Password



6. Select DELPHI Reset Password from the Request Type dropdown menu.
7. Select (B) Create.

Lab 1 Solutions: Entering a Request to Reset Password

Create New DELPHI Reset Password

Header

Created By: tmengers
* Department: Maritime Administration
Priority: Normal
Assigned To: elatorre
Request Group: DELPHI
Description: Reset John Doe's pasword

Sub-Type:
* Application: System Administrator
Assigned Group: DELPHI Security Desk
Company:

Details

DELPHI User Access Request

* Type of Request: Reset Password
* Userid: jdoe
* First Name: John
* M/I: R
* Last Name: Doe
Title:
* Organization/Location: MARAD-HQ
* Requestor email addr: John.Doe@MARAD.dot.gov

* SSN (Last 6 digits): 123456
* Office Phone: 202-366-0000
Hire Date:
Supervisor:

Notes

8. Complete all required fields with red * beside them.

Lab 1 Solutions: Entering a Request to Reset Password

References

New URL: Description:

New URL: Description:

New Attachment: Description:

New Attachment: Description:

Copyright © 2001 Kintana [About Kintana](#)

9. Optionally, enter notes and attach references.

KINTANA Home Actions Search Options Help Sign Out
Welcome Theresa Mengers

Request Creation Confirmed

The following request has been created and submitted:
Request #: [40286](#) **Description:** In UPGC for tmengersvolpe

Create New Request

*Request Type:

Copyright © 2001 Kintana [About Kintana](#)

9. Select the Request # hyperlink to enter your new Request into the database and open the Request Creation Confirmed screen.

10. Record the number of your request for future reference.

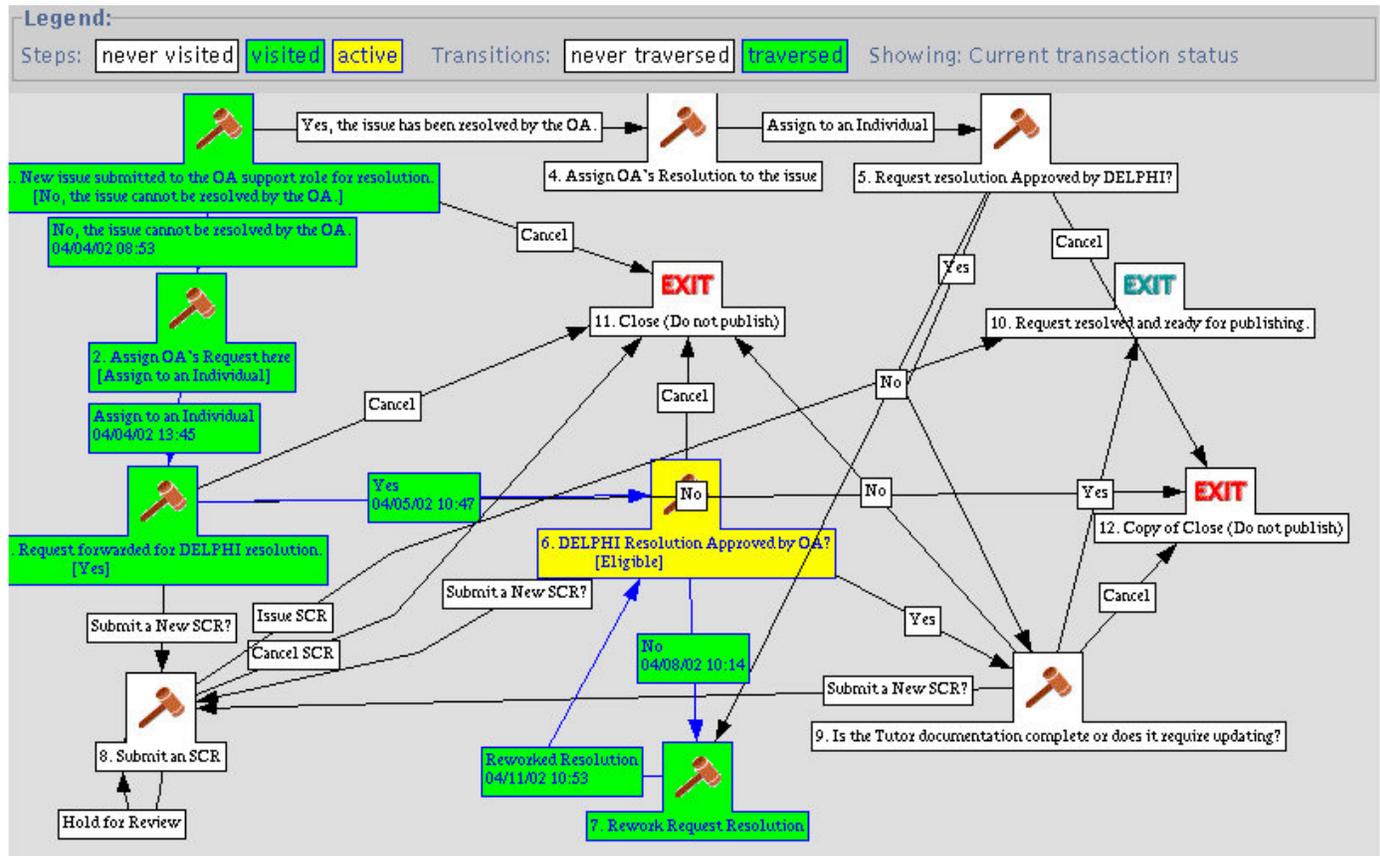
Entering an Accounting, Application, or Reporting Question

Before entering a Request for assistance search available on-line documents to find a resolution. If you are unable to find the information you need, proceed with entering the Request.

Flow of Accounting, Application, and Reporting Questions

When you submit a Kintana Accounting, Application, or Reporting Question, the Kintana workflow begins immediately routing the Request to the appropriate personnel.

This flowchart illustrates the flow for Accounting, Application, and Reporting Questions.



The following steps simplify and highlight the most common path(s) through the workflow (OA interaction is highlighted in **bold**):

1. Designated personnel on site in the **OA (Key Users)** receive an e-mail message from Kintana notifying them that a Request has been logged.
2. The **Key Users** work with the employee who entered the Request to resolve the question or issue if possible. If they resolve the Request, the DELPHI staff reviews their resolution for complete information. If they cannot resolve the Request, the **Key**

Users interact with the Kintana workflow to move it forward for the DELPHI staff to resolve.

3. Each OA has a designated DELPHI staff member who monitors their Kintana Requests. When the **Key User** moves the Request forward for DELPHI resolution, the designated DELPHI staff member immediately assigns the Request. The person who is assigned to the Request receives an e-mail message notifying them that they have been assigned a Request to answer.
4. The Request is reviewed. The DELPHI staff member calls the person who entered the Request to assure them that the Request is being worked and to ask additional questions or clarify the issue. As the Request is being worked, the DELPHI staff member types notes in the Notes section of the Request to keep the user informed of the progress. If the **user** has additional information to add, they also type the information in the Notes section of the Request.
5. If a system change is required to resolve the Request, the DELPHI staff member enters a System Change Request in Kintana and moves the help desk Request forward for completion. The System Change Request number is cross-referenced in the help desk Request.
6. When the Request is resolved, the DELPHI staff member enters their resolution in the Kintana Request and moves it forward for **OA Key User** approval. The **OA Key Users** are notified by e-mail that the Request has been resolved.
7. The **OA Key User** reviews the Request and either approves the resolution or sends it back for rework.

Entering the Question

Use the following criteria when entering your questions.

Which Request Type to Use:

- Accounting - Questions about proper treatment of accounting entries. These normally will be resolved by the Key User in the operating administration.
- Application - Questions about entering transactions in the Oracle Financial Applications.
- Reporting - Questions about Web or Discoverer reports.

Which Priority to Use:

- Low - An enhancement request has been or should be submitted to Oracle.
- Normal - Items that allow for correction of erroneous entries such as accounting adjustments (unless they are required for one of the items in the emergency category).

Also included are items for which there is an acceptable workaround. Resolution - over 30 days.

- High - Items that prevent timely recording of accounting transactions such as interfaces, billings, obligations, etc. Also in this category is user documentation. Resolution - within 30 days.
- Critical - Items that fall into the emergency category but there is a workaround. However the workaround is laborious and a resolution is required. If a TAR is logged it should be P2. Resolution - 2 - 3 days.
- Emergency - The only items that should be logged as emergency should be items that cause a work stoppage (prevent payments from getting processed, prevent closing of month or year, or that prevent producing mandated reports (SF224, FACTS I and II, etc.)). These require 24 X 7 support until they are resolved. If a TAR is logged it should be P1. Resolution - ASAP.

Entering DELPHI Accounting Questions

Accessing Kintana

Internet Browser

N → Internet Browser → DELPHI Home Page

DELPHI Home Page

Access Kintana Assistance through the DELPHI Home page [<http://sdelphi.jccbi.gov>] in any standard Internet Browser.

U.S. Department of Transportation

DELPHI Home

<http://sdelphi.frcbi.gov>

DELPHI Normal Hours
Monday thru Saturday from 5am to 8pm CST

DELPHI Access	DELPHI Access
DELPHI Document Imaging	DELPHI Doc Imaging Markview Web Inbox Markview Web Inquiry
DELPHI Web Reports	DELPHI Web Reports Vendor Lookup
Notification of Change	2002, 2001, 2000
DELPHI Help	Online Helpdesk (Tutor) Create Kintana Requests
DELPHI Project Documentation	DELPHI Project Docs Software Download Page
DELPHI Project Homepage	DELPHI Project Homepage
DELPHI Software Downloads	Adi 7.1.3 (base) Adi 7.1.10 (patch) Prod sqlnet.ora Prod tnsnames.ora

48701

Optimized for Internet Explorer 5.5 - 1024x768
You are using Microsoft Internet Explorer 5.5 - 1152x864

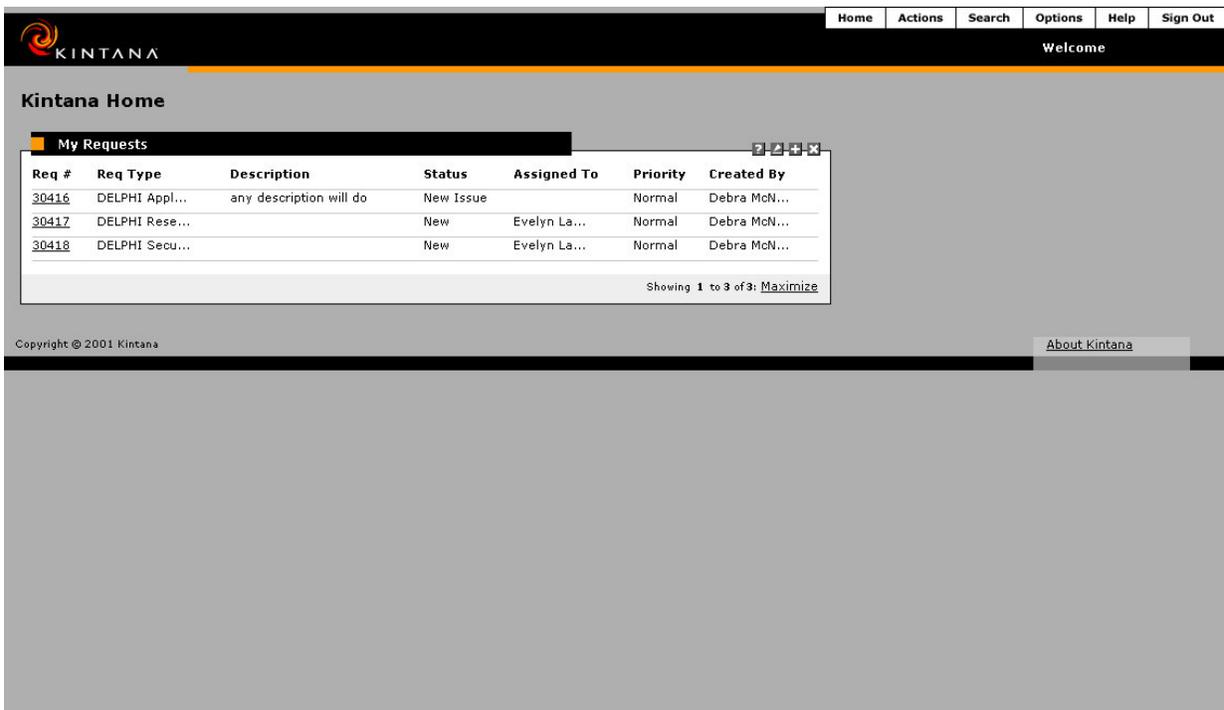
1. Select the Create Kintana Requests hyperlink. The Kintana logon screen appears.



2. Enter your username and password at the Kintana Logon Screen and select (B) Submit

When entering your password for the first time you are prompted to enter a new password and confirm the password you just entered. Please note that the password field is case sensitive.

Create New Request



- In the Kintana Home window, select Create A Request from the Actions dropdown menu located at the upper right portion of the window.

The screenshot shows the Kintana Home window with a navigation bar at the top containing 'Home', 'Actions', 'Search', 'Options', 'Help', and 'Sign Out'. Below the navigation bar, the 'Create New Request' form is displayed. The 'Request Type' dropdown menu is set to 'DELPHI Accounting Questions'. A prominent orange 'Create' button is located below the form. The footer of the window includes 'Copyright © 2001 Kintana' and an 'About Kintana' link.

- In the Create New Request window, select DELPHI Accounting Questions from the LOV in the Request Type field.
- Select (B) Create.

Create New DELPHI Accounting Questions

The screenshot displays the 'Create New DELPHI Accounting Questions' form. The form is organized into three main sections:

- Header:** Contains fields for 'Created By' (dmcheely), 'Department' (Select your department), 'Sub-Type', 'Workflow' (Accting_Questions_MODEL For all OAs), 'Priority' (Normal), 'Application', 'Assigned To', 'Assigned Group', 'Request Group', and 'Description'. It also includes 'Contact Name', 'Contact Phone', and 'Contact Email' fields.
- Accounting Questions:** Includes a note about character limits, an 'Accounting Question?' text area, another note about required fields, and several input fields for 'Responsibility', 'Navigation Path', 'Set of Books', 'Batch Name', 'Invoice #', 'Customer Name', and 'Receipt #'.
- Issue Resolution Info:** Contains fields for 'Primary Name', 'Secondary Name', 'Primary Telephone', 'Secondary Telephone', 'Primary Email', 'Secondary Email', 'Resolution to Question', 'Add'l Resolution Space', and 'Estm. Completion Date'.

Publish Docs			
Create a new Tutor doc?	No	Publish in FAQ folder?	No
Update existing Tutor doc?	No	Publish in OA folder?	No
Notes			
<input type="text"/> <input type="text"/>			
References			
New URL:	<input type="text"/>	<input type="button" value="View URL"/>	Description: <input type="text"/>
New URL:	<input type="text"/>	<input type="button" value="View URL"/>	Description: <input type="text"/>
New Attachment:	<input type="text"/>	<input type="button" value="Browse..."/>	Description: <input type="text"/>
New Attachment:	<input type="text"/>	<input type="button" value="Browse..."/>	Description: <input type="text"/>
		<input type="button" value="Submit"/>	<input type="button" value="Cancel"/>

Note: * Indicates required fields.

- Complete all required fields; other fields are optional, but are often helpful when later reviewing an open Request.

CREATE NEW DELPHI ACCOUNTING QUESTION		
HEADER Area		
Field Name	Comments	Required?
Created By	The Username defaults from the sign-on screen.	Display Only
Department	Select a value from the dropdown menu. Enter the Department for which you are asking the question.	Yes
Sub-Type	N/A	N/A
Workflow	This defaults when a value is selected in the Department field. No action is required.	Display Only

Priority	<p>Indicates the current priority of the Request. This can be set by the requestor and updated by analysts examining the Request. Select a value from the dropdown menu. Use the following definitions:</p> <ul style="list-style-type: none"> • Low - An enhancement request has been or should be submitted to Oracle. • Normal - Items that allow for correction of erroneous entries such as accounting adjustments (unless they are required for one of the items in the emergency category). Also included are any items for which there is an acceptable workaround. Resolution - over 30 days. • High - Items that prevent timely recording of accounting transactions such as interfaces, billings, obligations, etc. Also in this category is user documentation. Resolution - within 30 days. • Critical - Items that fall into the emergency category but there is a workaround. However the workaround is unacceptable and a resolution is required. If a TAR is logged it should be P2. Resolution - 2 - 3 days. • Emergency - The only items that should be logged as emergency are items that cause a work stoppage (prevent payments from getting processed, prevent closing of month or year, or that prevent producing mandated reports (SF224, FACTS I and II, etc.). These require 24 X 7 support until they are resolved. If a TAR is logged it should be P1. Resolution - ASAP. 	Yes
Application	Indicates which system application the Request currently falls under. Select a value from the dropdown menu.	Yes
Contact Name	This is to be filled in by the person assigned to the Request.	No
Assigned To	This field is used to make an assignment by DELPHI personnel. No action is required.	No
Assigned Group	This field is used by DELPHI personnel when the assignment is made. No action is required.	No
Contact Phone	This is to be filled in by the person assigned to the Request.	No
Request Group	Select DELPHI.	Yes
Contact Email	This is to be filled in by the person assigned to the Request.	No
Description	Enter a brief description of the accounting question.	Yes
Details Area		

Accounting Question		
Accounting Question	Enter the detailed accounting question here. <i>Note: This field is limited to 200 characters or approximately two lines. Use the additional boxes provided to continue.</i>	Yes
Responsibility	Enter the Responsibility if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Navigation Path	Enter the navigation path if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Set of Books	Enter the set of books if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Batch Name	Enter the batch name if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Invoice #	Enter the invoice number if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Customer Name	Enter the customer name if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Receipt Number	Enter the receipt number if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Issue Resolution Info		
Primary Name	Enter the name of a primary contact.	Yes
Secondary Name	Enter the name of a secondary contact.	No
Primary Telephone	Enter the telephone number of the primary contact.	Yes
Secondary Telephone	Enter the telephone number of the secondary contact.	No
Primary Email	Enter the email address of the primary contact.	Yes
Secondary Email	Enter the email address of the secondary contact.	No
Resolution to Question	Describe how the problem was solved.	Yes
Estimated Completion Date	Enter an estimated date of completion.	No
Publish Docs		
Create a new Tutor doc?	Enter Yes if new Tutor documentation is required.	Yes
Publish in FAQ folder?	Enter Yes if you want it published in folder.	Yes
Update existing Tutor doc?	Enter Yes if existing Tutor documentation needs updating.	Yes
Publish in OA folder?	Enter Yes if you want to publish in your own OA folder.	Yes
Notes Area		
Enter any notes pertaining to the current Request.		
References Area		
New URL	Enter the Universal Resource Location (URL) related to the current Request.	No
View URL	Select to view saved HTML page.	No

Description	Enter a description of the documents related to the current Request.	No
New Attachment	Attach all documents, graphics, spreadsheets, etc., which will provide additional information about the current Request.	No
Browse	Select (B) Browse to find the files you want to attach.	No
Description	Enter a brief description of the files attached.	No

7. Select (B) Submit to enter your new Request into the database and open the Request Creation Confirmed screen.

Request Creation Confirmed

The screenshot shows the Kintana web application interface. At the top, there is a navigation bar with links for Home, Actions, Search, Options, Help, and Sign Out. Below the navigation bar, the page title is "Request Creation Confirmed". The main content area displays a confirmation message: "The following request has been created and submitted: Request #: 30419 Description: type a description so that the question is thoroughly examined." Below this message, there is a section titled "Create New Request" with a dropdown menu for "Request Type" and a "Create" button. The footer contains "Copyright © 2001 Kintana" and an "About Kintana" link.

Note: The Request # is automatically created.

8. Select the Request # link to view the newly created Request Details.

The example shown below is a Request that has been worked and is awaiting OA Key User approval.

Update Request Details

KINTANA
Home | Actions | Search | Options | Help | Sign Out

Welcome

Request Details

Request #: 30419 Description: **type a description so that the question is thoroughly examined.**
 Request Status: **New Issue** Action Required: Resolved Y/N? [View Full Status Below](#)

Header
Details | Notes | Status | References

Request No.:	30419	Request Type:	DELPHI Accounting Questions	Created By:	dmcneely
* Department:	<input type="text" value="Select your department"/>	Sub-Type:	Accounting Questions	Created On:	October 15, 2002
* Workflow:	Acting_Questions_MODEL For all OAs	* Application:	<input type="text" value="Accounts Payable"/>	Request Status:	New Issue
* Priority:	<input type="text" value="Normal"/>	Assigned Group:	<input type="text" value="DELPHI Help Desk"/>	Contact Name:	<input type="text"/>
Assigned To:	<input type="text"/>			Contact Phone:	
* Request Group:	<input type="text" value="DELPHI"/>			Contact Email:	
* Description:	<input type="text" value="type a description so that the question is thoroughly examined."/>				

Details

Accounting Questions

****Note:** The text boxes below are limited to 200 characters each. In addition, you may use the notes field.

*** Accounting Question?**

*** Note:** The fields in red are required. Please be as thorough as possible. Enter

*** Responsibility:**

*** Navigation Path:**

*** Set of Books:**

*** Batch Name:**

*** Invoice #:**

*** Customer Name:**

*** Receipt #:**

Issue Resolution Info

* Primary Name: <input type="text" value="Rebecca Long"/>	Secondary Name: <input type="text"/>
* Primary Telephone: <input type="text" value="455-5555"/>	Secondary Telephone: <input type="text"/>
* Primary Email: <input type="text" value="rlong@jccbi.gov"/>	Secondary Email: <input type="text"/>
Resolution to Question: <input type="text"/>	

Add'l Resolution Space:

Estm. Completion Date:

Publish Docs

Create a new Tutor doc?	<input type="checkbox" value="No"/>	Publish in FAQ folder?	<input type="checkbox" value="No"/>
Update existing Tutor doc?	<input type="checkbox" value="No"/>	Publish in OA folder?	<input type="checkbox" value="No"/>

Notes

Status

Seq	Workflow Step Name	Step Status	User Name	Date
1	New issue submitted to the OA support role for resolution.	Resolved Y/N?		10/15/02 12:44 PM CDT
2	Assign OA's Request here			
3	Request forwarded for DELPHI resolution.			
4	Assign OA's Resolution to the issue			
5	DELPHI Resolution Approved by OA?			
6	Request resolution Approved by DELPHI?			
7	Rework Request Resolution			
8	Submit an SCR			
9	Is the Tutor documentation complete or does it require updating?			
10	Request resolved and ready for publishing.			
11	Close (Do not publish)			
12	Copy of Close (Do not publish)			

[Graphical View](#)

References

New URL:	<input type="text"/>	<input type="button" value="View URL"/>	Description:	<input type="text"/>
New Attachment:	<input type="text"/>	<input type="button" value="Browse..."/>	Description:	<input type="text"/>

You can quickly navigate to the Header, Details, Notes, Status, or References section by selecting the hyperlink at the top of the Update Request Details window.

The following is a brief description of what each section contains:

- **Header** - displays the general information common to most Requests.
- **Details** – contains information which apply directly to the particular Request Type that was created, as well as, any captured User Data.
- **Notes** – displays any notes pertaining to the current Request.
- **Status** – displays all of the Workflow Steps to which the Request is to be routed, and gives the status of each completed/in-progress step. If a blue button is displayed adjacent to a step in the flow, you can interact by selecting the button and answering the questions that are displayed.
- **References** - displays the URL and Description for documents related to the current Request.

9. Select (B) OK to save any information you have changed.

OR

10. Select one of the following to proceed or end your session:

- In the Banner section, select (B) Home to proceed to the Main Page.
- In the Banner section, select (B) Sign Out to end the session.
- From the Internet Browser, select (B) Back icon to return to the list of queried Requests.

Email Notification

11. Once the Request is saved and released in Kintana, an email notification is sent to the OA Key User to alert and inform them that the Request has been submitted to the OA Helpdesk for resolution.

The first line of the notification is a hyperlink to the Kintana logon screen web page.

The second hyperlink mentioned in the body of the message will direct you to the specific Request but **ONLY** if you are currently logged in Kintana.

Entering DELPHI Application Questions

Accessing Kintana

Internet Browser

N → Internet Browser → DELPHI Home Page

DELPHI Home Page

Access Kintana through the DELPHI Home page [<http://sdelphi.jccbi.gov>] in any standard Internet Browser.

U.S. Department of Transportation

DELPHI Home

<http://sdelphi.frcbi.gov>

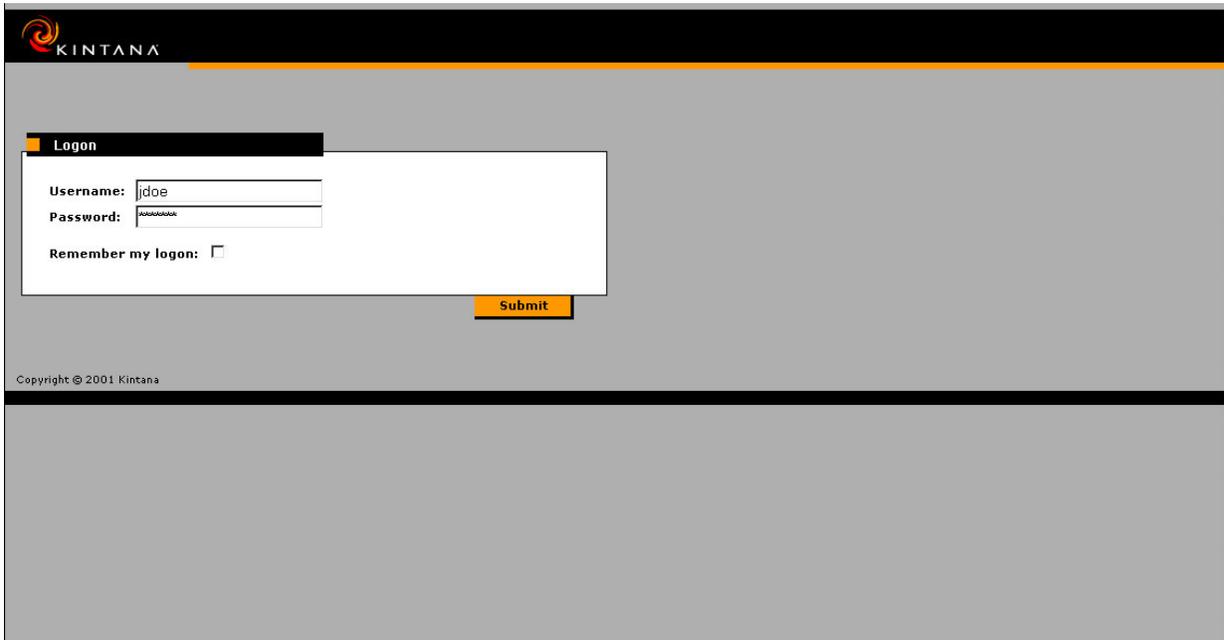
DELPHI Normal Hours
Monday thru Saturday from 5am to 8pm CST

DELPHI Access	DELPHI Access
DELPHI Document Imaging	DELPHI Doc Imaging Markview Web Inbox Markview Web Inquiry
DELPHI Web Reports	DELPHI Web Reports Vendor Lookup
Notification of Change	2002, 2001, 2000
DELPHI Help	Online Helpdesk (Tutor) Create Kintana Requests
DELPHI Project Documentation	DELPHI Project Docs Software Download Page
DELPHI Project Homepage	DELPHI Project Homepage
DELPHI Software Downloads	Adi 7.1.3 (base) Adi 7.1.10 (patch) Prod sqlnet.ora Prod tnsnames.ora

48701

Optimized for Internet Explorer 5.5 - 1024x768
You are using Microsoft Internet Explorer 5.5 - 1152x864

1. Select the Create Kintana Request hyperlink. The Kintana Logon screen appears.



2. Enter your username and password at the Kintana Logon Screen and select (B) Submit.

When entering your password for the first time you are prompted to enter a new password and confirm the password you just entered. Please note that the password field is case sensitive.

Create New Request



3. In the Kintana Home window, select Create A Request from the Actions dropdown menu located in the upper right section of the window.

Create New DELPHI Application Questions

KINTANA Home Actions Search Options Help Sign Out
Welcome

Create New Request

*Request Type: DELPHI Accounting Questions

Create

Copyright © 2001 Kintana About Kintana

4. In the Create New Request window, select DELPHI Application Questions from the dropdown menu in the Request Type field.
5. Select (B) Create.

KINTANA Home Actions Search Options Help Sign Out
Welcome

Request Details

Request #: 30416 Description: any description will do
Request Status: New Issue Action Required: Resolved Y/N? View Full Status Below

Header Details | Notes | Status | References

Request No.: 30416 Request Type: DELPHI Application Questions Created By: dmcneely
 * Department: DELPHI Project Staff Sub-Type: Accting_Questions_MODEL For all OAs Created On: October 11, 2002
 Workflow: Accting_Questions_MODEL For all OAs Request Status: New Issue
 * Priority: Normal * Application: Accounts Payable Contact Name:
 Assigned To: Assigned Group: DELPHI Help Desk Contact Phone:
 * Request Group: DELPHI Contact Email:
 * Description: any description will do

Details

Application Question

**Note: The text boxes below are limited to 200 characters each. In addition, you may use the notes field.

* Application Question: any question will do
 Additional Space (1):
 Additional Space (2):
 Error #:
 Conc. Req. #:
 Form Name:

*Note: The fields in red are required. Please be as thorough as possible. Enter

* Responsibility: don't know
 * Navigation path: don't know
 * Set of Books: don't know
 * Batch Name: don't know
 * Supplier Name: who cares
 * Invoice #: 000112
 * Customer Name: sally brown
 * Receipt #: 65456

Resolution Information			
* Primary Name:	<input type="text"/>	Secondary Name:	<input type="text"/>
* Primary Telephone:	<input type="text"/>	Secondary Telephone:	<input type="text"/>
* Primary Email:	<input type="text"/>	Secondary Email:	<input type="text"/>
Resolution to Question:	<input type="text"/>		
Add'l Resolution Space:	<input type="text"/>		
Tar #	<input type="text"/>		
Bug #	<input type="text"/>		
		Estm. Completion Date:	<input type="text"/>
Notes			
<input type="text"/>			
References			
New URL:	<input type="text"/>	<input type="button" value="View URL"/>	Description: <input type="text"/>
New URL:	<input type="text"/>	<input type="button" value="View URL"/>	Description: <input type="text"/>
New Attachment:	<input type="text"/>	<input type="button" value="Browse..."/>	Description: <input type="text"/>
New Attachment:	<input type="text"/>	<input type="button" value="Browse..."/>	Description: <input type="text"/>
		<input type="button" value="Submit"/>	<input type="button" value="Cancel"/>

Note: * Indicates required field.

- Complete all required fields; other fields are optional, but are often helpful when later reviewing an open Request.

CREATE NEW DELPHI APPLICATION QUESTION		
Header Area		
Field Name	Comments	Required?
Created By	The Username defaults from the sign-on screen.	Display Only
Department	Select a value from the dropdown menu. Enter the Department for which you are asking the question.	Yes
Sub-Type	N/A	N/A
Workflow	This defaults when a value is selected in the Department field. No action is required.	Display Only

Priority	<p>Indicates the current priority of the Request. This can be set by the requestor and updated by analysts examining the Request. Select a value from the dropdown menu. Use the following definitions:</p> <ul style="list-style-type: none"> • Low - An enhancement request has been or should be submitted to Oracle. • Normal - Items that allow for correction of erroneous entries such as accounting adjustments (unless they are required for one of the items in the emergency category). Also included are any items for which there is an acceptable workaround. Resolution - over 30 days. • High - Items that prevent timely recording of accounting transactions such as interfaces, billings, obligations, etc. Also in this category is user documentation. Resolution - within 30 days. • Critical - Items that fall into the emergency category but there is a workaround. However the workaround is unacceptable and a resolution is required. If a TAR is logged it should be P2. Resolution - 2 - 3 days. • Emergency - The only items that should be logged as emergency are items that cause a work stoppage (prevent payments from getting processed, prevent closing of month or year, or that prevent producing mandated reports (SF224, FACTS I and II, etc.). These require 24 X 7 support until they are resolved. If a TAR is logged it should be P1. Resolution - ASAP. 	Yes
Application	Indicates which system application the Request currently falls under. Select a value from the dropdown menu.	Yes
Contact Name	This is to be filled in by the person assigned to the Request.	No
Assigned To	This field is used to make an assignment by DELPHI personnel. No action is required.	No
Assigned Group	This field is used by DELPHI personnel when the assignment is made. No action is required.	No
Contact Phone	This is to be filled in by the person assigned to the Request.	No
Request Group	Choose DELPHI	Yes
Contact Email	This is to be filled in by the person assigned to the Request.	No
Description	Enter a brief description of the accounting question.	Yes
Details Area		

Application Question Area		
Application Question	Enter the detailed application question here. <i>Note: This field is limited to 200 characters or approximately two lines. Use the additional boxes provided to continue.</i>	Yes
Error #	If applicable, enter the error number.	No
Conc. Req #	If applicable, enter the Concurrent Request number. This is an automatic number assigned by the Concurrent Manager in the Oracle Financials whenever you submit a task.	No
Form Name	Enter the name of the Oracle Financials Form.	No
Responsibility	Enter the Responsibility being used.	Yes
Navigation Path	Enter the navigation path applicable to the question.	Yes
Set of Books	Enter the set of books applicable to the question.	Yes
Batch Name	Enter the batch name if it is applicable to the application question.	Yes
Supplier Name	Enter the supplier name if it is applicable to the application question.	Yes
Invoice #	Enter the invoice number if it is applicable to the application question.	Yes
Customer Name	Enter the customer name if it is applicable to the application question.	Yes
Receipt Number	Enter the receipt number if it is applicable to the application question	Yes
Resolution Information Area		
Primary Name	Enter the name of a primary contact.	Yes
Secondary Name	Enter the name of a secondary contact.	No
Primary Telephone	Enter the telephone number of the primary contact.	Yes
Secondary Telephone	Enter the telephone number of the secondary contact.	No
Primary Email	Enter the email address of the primary contact.	Yes
Secondary Email	Enter the email address of the secondary contact.	No
Resolution Information	Required before issue is closed. Describe how the problem was solved.	Yes
Tar #	Enter the Oracle Support TAR #.	Yes
Bug #	If Oracle issues a Bug #, enter it here.	Yes
Estm. Completion Date	Estimated date of completion or closure of request.	No
Notes Area		
Enter any notes pertaining to the current Request.		
Request References		
New URL	Enter the Universal Resource Location (URL) related to the current Request.	No
Description	Enter a description of the documents related to the current Request.	No
New Attachment	Attach all documents, graphics, spreadsheets, etc., which will provide additional information about the current Request.	No
Browse	Select (B) Browse to find the files you want to attach.	No

Description	Enter a brief description of the files attached.	No
-------------	--	----

- Select (B) Submit to enter your new Request into the database and open the Request Creation Confirmed screen.

Request Creation Confirmed

The Request # is automatically created.

- Select the Request # link to view the newly created Update Request Details.

Update Request Details

Resolution Information

* Primary Name:	<input type="text" value="suzie_purple"/>	Secondary Name:	<input type="text"/>
* Primary Telephone:	<input type="text" value="954-6647"/>	Secondary Telephone:	<input type="text"/>
* Primary Email:	<input type="text" value="spurple@cox.net"/>	Secondary Email:	<input type="text"/>
Resolution to Question:	<input type="text"/>		
Add'l Resolution Space:	<input type="text"/>		
Tar #	<input type="text"/>		
Bug #	<input type="text"/>		
		Estm. Completion Date:	<input type="text"/>

Notes

Status

Seq	Workflow Step Name	Step Status	User Name	Date
1	New issue submitted to the OA support role for resolution.	Resolved Y/N?		10/11/02 12:58 PM CDT
2	Assign OA's Request here			
3	Request forwarded for DELPHI resolution.			
4	Assign OA's Resolution to the issue			
5	DELPHI Resolution Approved by OA?			
6	Request resolution Approved by DELPHI?			
7	Rework Request Resolution			
8	Submit an SCR			
9	Is the Tutor documentation complete or does it require updating?			
10	Request resolved and ready for publishing.			
11	Close (Do not publish)			
12	Copy of Close (Do not publish)			

[Graphical View](#)

References

New URL:	<input type="text"/>	<input type="button" value="View URL"/>	Description:	<input type="text"/>
New Attachment:	<input type="text"/>	<input type="button" value="Browse..."/>	Description:	<input type="text"/>

You can quickly navigate to the Header, Details, Notes, Status, or References section by selecting the hyperlink at the top of the Update Request Details screen.

The following is a brief description of what each section contains:

- **Header** - displays the general information common to most Requests.
- **Details** – contains information which apply directly to the particular Request Type that was created, as well as, any captured User Data.
- **Notes** – displays any notes pertaining to the current Request.
- **Status** – displays all of the Workflow Steps to which the Request is to be routed, and gives the status of each completed/in-progress step. If a blue button is displayed adjacent to a step in the flow, you can interact by selecting the button and answering the questions that are displayed.
- **References** - displays the URL and Description for documents related to the current Request.

9 Select (B) OK to save any information you have changed.

OR

10. Select one of the following to proceed or end your session:
 - In the Banner section, select (B) Home to proceed to the Main Page.
 - In the Banner section, select (B) Sign Out to end the session.
 - From the Internet Browser, select (B) Back icon to return to the list of queried Requests.

Email Notification

11. Once the Request is saved and released in Kintana, an email notification is sent to the OA Key User to alert and inform them that the Request has been submitted to the OA Helpdesk for resolution.

The first line of the notification is a hyperlink to the Kintana logon screen web page.

The second hyperlink mentioned in the body of the message will direct you to the specific Request but ONLY if you are currently logged in Kintana.

Entering DELPHI Reporting Questions

Accessing Kintana

Internet Browser

N → Internet Browser → DELPHI Home Page

DELPHI Home Page

Access Kintana through the DELPHI Home page [<http://sdelphi.jccbi.gov>] in any standard Internet Browser.

U.S. Department of Transportation

DELPHI Home

<http://sdelphi.frcbi.gov>

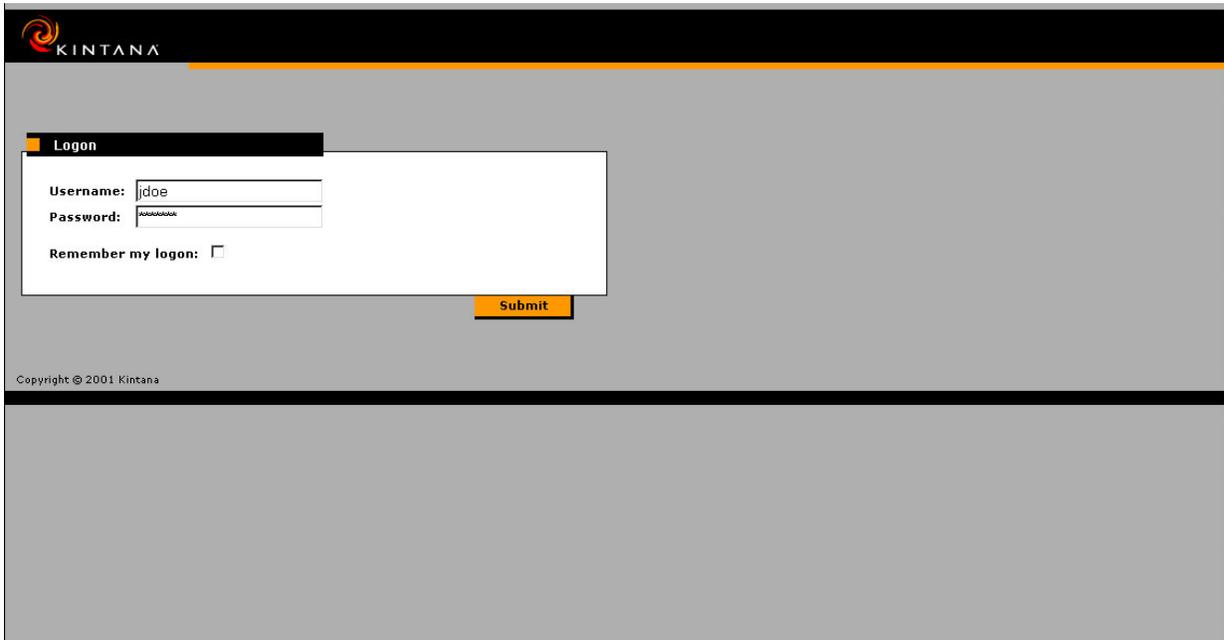
DELPHI Normal Hours
Monday thru Saturday from 5am to 8pm CST

DELPHI Access	DELPHI Access
DELPHI Document Imaging	DELPHI Doc Imaging Markview Web Inbox Markview Web Inquiry
DELPHI Web Reports	DELPHI Web Reports Vendor Lookup
Notification of Change	2002, 2001, 2000
DELPHI Help	Online Helpdesk (Tutor) Create Kintana Requests
DELPHI Project Documentation	DELPHI Project Docs Software Download Page
DELPHI Project Homepage	DELPHI Project Homepage
DELPHI Software Downloads	Adi 7.1.3 (base) Adi 7.1.10 (patch) Prod sqlnet.ora Prod tnsnames.ora

48701

Optimized for Internet Explorer 5.5 - 1024x768
You are using Microsoft Internet Explorer 5.5 - 1152x864

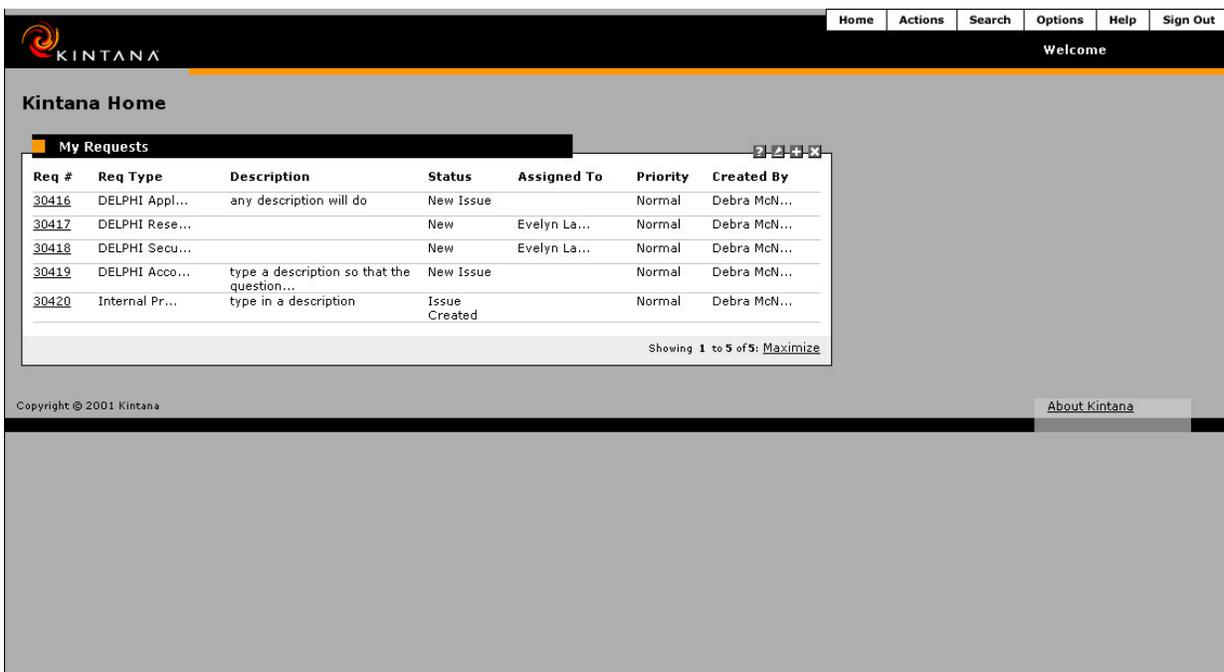
1. Select the Create Kintana Requests hyperlink. The Kintana Logon screen appears.



2. Enter your username and password at the Kintana Logon Screen and select (B) Submit.

When entering your password for the first time you are prompted to enter a new password and confirm the password you just entered. Please note that the password field is case sensitive.

Create New Request



3. In the Kintana Home window, select Create A Request from the Actions dropdown menu located in the upper right section of the window.

Create New DELPHI Reporting Questions

KINTANA

Home Actions Search Options Help Sign Out

Welcome

Create New Request

* Request Type: DELPHI Reporting Questions

Create

Copyright © 2001 Kintana

About Kintana

4. From the LOV in the Request Type field, select DELPHI Reporting Questions.

5. Select (B) Create.

KINTANA

Home Actions Search Options Help Sign Out

Welcome

Create New DELPHI Reporting Questions

Header

Created By: dmcneely

* Department: Sub-Type:

Workflow: * Application:

* Priority: Assigned Group:

* Request Group: Contact Name:

Description: Contact Phone:

Contact Email:

Details

Reporting Questions:

* Reporting Tool:

* Reporting Question?

Additional Space (2):

Additional Space (3):

Issue Resolution Info

* Primary Name: Secondary Name:

* Primary Telephone: Secondary Telephone:

* Primary Email: Secondary Email:

Resolution to Question:

Add'l Resolution Space:

Notes

References

New URL: Description:

New URL: Description:

New Attachment: Description:

New Attachment: Description:

Note: * Indicates required field.

- Complete all required fields; other fields are optional, but are often helpful when later reviewing an open Request.

CREATE NEW DELPHI REPORTING QUESTION		
Header TAB		
Field Name	Comments	Required?
Created By	The Username defaults from the sign-on screen.	Display Only
Department	Select a value from the dropdown menu. Enter the Department for which you are asking the question.	Yes
Sub-Type	N/A	N/A
Workflow	This defaults when a value is selected in the Department field. No action is required.	Display Only

Priority	<p>Indicates the current priority of the Request. This can be set by the requestor and updated by analysts examining the Request. Select a value from the dropdown menu. Use the following definitions:</p> <ul style="list-style-type: none"> • Low - An enhancement request has been or should be submitted to Oracle. • Normal - Items that allow for correction of erroneous entries such as accounting adjustments (unless they are required for one of the items in the emergency category). Also included are any items for which there is an acceptable workaround. Resolution - over 30 days. • High - Items that prevent timely recording of accounting transactions such as interfaces, billings, obligations, etc. Also in this category is user documentation. Resolution - within 30 days. • Critical - Items that fall into the emergency category but there is a workaround. However the workaround is unacceptable and a resolution is required. If a TAR is logged it should be P2. Resolution - 2 - 3 days. • Emergency - The only items that should be logged as emergency are items that cause a work stoppage (prevent payments from getting processed, prevent closing of month or year, or that prevent producing mandated reports (SF224, FACTS I and II, etc.). These require 24 X 7 support until they are resolved. If a TAR is logged it should be P1. Resolution - ASAP. 	Yes
Application	Indicates which system application the Request currently falls under. Select a value from the dropdown menu.	Yes
Contact Name	This is to be filled in by the person assigned to the Request.	No
Assigned To	This field is used to make an assignment by DELPHI personnel. No action is required.	No
Assigned Group	This field is used by DELPHI personnel when the assignment is made. No action is required.	No
Contact Phone	This is to be filled in by the person assigned to the Request.	No
Request Group	Choose DELPHI	Yes
Contact Email	This is to be filled in by the person assigned to the Request.	No
Description	Enter a brief description of the reporting question.	Yes
Details TAB		

Reporting Question Area		
Reporting Tool	Select a value from the dropdown menu. The choices are: Discoverer, Web Reports, Financial Analyzer, Other.	Yes
Reporting Question	Enter the detailed reporting question here. <i>Note: This field is limited to 200 characters or approximately two lines. Use the additional boxes provided to continue.</i>	Yes
Issue Resolution Info Area		
Primary Name	Enter the name of a primary contact.	Yes
Secondary Name	Enter the name of a secondary contact.	No
Primary Telephone	Enter the telephone number of the primary contact.	Yes
Secondary Telephone	Enter the telephone number of the secondary contact.	No
Primary Email	Enter the email address of the primary contact.	Yes
Secondary Email	Enter the email address of the secondary contact.	No
Notes Area		
Enter any notes pertaining to the current Request.		
References Area		
New URL	Enter the Universal Resource Location (URL) related to the current Request.	No
View URL	Allows the user to view the attached URL document or HTML page.	No
Description	Enter a description of the documents related to the current Request.	No
Attachment	Attach all documents, graphics, spreadsheets, etc., which will provide additional information about the current Request.	No
Browse	Select (B) Browse to find the files you want to attach.	No
Description	Enter a brief description of the files attached.	No
Save and Submit Request	Select this button to enter your new Request into the database and open the Results screen.	Yes
Clear	Select this button to clear the screen and restart your data entry.	No

7. Select (B) Submit to enter your new Request into the database and open the Request Creation Confirmed screen.

Request Creation Confirmed

		Home Actions Search Options Help Sign Out
Welcome		
Request Creation Confirmed		
The following request has been created and submitted: Request #: 30421 Description:		
Create New Request		
*Request Type:	<input type="text"/>	<input type="button" value="Create"/>
Copyright © 2001 Kintana		
About Kintana		

Note: The Request # is automatically created.

- Select the Request # link to view the newly created Update Request Details.

Update Request Details

		Home Actions Search Options Help Sign Out
Welcome		
Request Details		
Request #: 30421 Description:		
Request Status: New Issue Action Required: Resolved Y/N? View Full Status Below		
Header		
Request No.: 30421 Request Type: DELPHI Reporting Questions Created By: dmcneely		
* Department:	<input type="text" value="Select your departmen"/>	Sub-Type:
* Workflow:	Accing_ Questions_MODEL For all OAs	<input type="text"/>
* Priority:	<input type="text" value="Normal"/>	* Application:
Assigned To:	<input type="text"/>	<input type="text" value="Accounts Receivable"/>
* Request Group:	<input type="text" value="DELPHI"/>	Assigned Group:
Description:	<input type="text" value="DELPHI Help Desk"/>	
Created On: October 16, 2002 Request Status: New Issue		
Contact Name: <input type="text"/> Contact Phone: <input type="text"/>		
Contact Email: <input type="text"/>		
Details		
Reporting Questions:		
* Reporting Tool:	<input type="text" value="Web Reports"/>	
* Reporting Question?	<input type="text" value="type your question here"/>	
Additional Space (2):	<input type="text"/>	
Additional Space (3):	<input type="text"/>	
Issue Resolution Info		
* Primary Name:	<input type="text" value="Jones, Martin"/>	Secondary Name:
* Primary Telephone:	<input type="text" value="654-3278"/>	Secondary Telephone:
* Primary Email:	<input type="text" value="mjones@jccbi.gov"/>	Secondary Email:
Resolution to Question:	<input type="text"/>	
Add'l Resolution Space:	<input type="text"/>	

Notes

Status

Seq	Workflow Step Name	Step Status	User Name	Date
1	New issue submitted to the OA support role for resolution.	Resolved Y/N?		10/16/02 08:41 AM CDT
2	Assign OA's Request here			
3	Request forwarded for DELPHI resolution.			
4	Assign OA's Resolution to the issue			
5	DELPHI Resolution Approved by OA?			
6	Request resolution Approved by DELPHI?			
7	Rework Request Resolution			
8	Submit an SCR			
9	Is the Tutor documentation complete or does it require updating?			
10	Request resolved and ready for publishing.			
11	Close (Do not publish)			
12	Copy of Close (Do not publish)			

 Graphical View

References

New URL: Description:

New Attachment: Description:

You can quickly navigate to the Header, Details, Notes, Status, or References section by selecting the hyperlink at the top of the Request Details screen.

The following is a brief description of what each section contains:

- **Header** - displays the general information common to most Requests.
- **Details** – contains information which apply directly to the particular Request Type that was created, as well as, any captured User Data.
- **Notes** – displays any notes pertaining to the current Request.
- **Status** – displays all of the Workflow Steps to which the Request is to be routed, and gives the status of each completed/in-progress step. If a blue button is displayed adjacent to a step in the flow, you can interact by selecting the button and answering the questions that are displayed.
- **References** - displays the URL and Description for documents related to the current Request.

9. Select (B) OK to save any information you have changed.

OR

10. Select one of the following to proceed or end your session:

- In the Banner section, select (B) Home to proceed to the Main Page.
- In the Banner section, select (B) Sign Out to end the session.

- From the Internet Browser, select (B) Back icon to return to the list of queried Requests.

Email Notification

11. Once the Request is saved and released in Kintana an email notification is sent to the OA Key User to alert and inform them that the Request has been submitted to the OA Helpdesk for resolution.

The first line of the notification is a hyperlink to the Kintana logon screen web page.

The second hyperlink mentioned in the body of the message will direct you to the specific Request but ONLY if you are currently logged in Kintana.

Lab 2: Entering Questions in Kintana

Scenario

1. You have searched the on-line documentation and do not find the answer to your Oracle Financial Applications question. You have also conferred with your supervisor and have determined that you have an unusual situation and need assistance. Use the following information to formulate your request:
 - You are trying to enter supplier site information.
 - You were using the AP Accounting Technician responsibility when you encountered the problem.
 - You will use the supplier you are trying to set up to make a payment that is due today.
2. Use your User-ID and user data to enter the request.
3. Use the Kintana test system to enter your request.

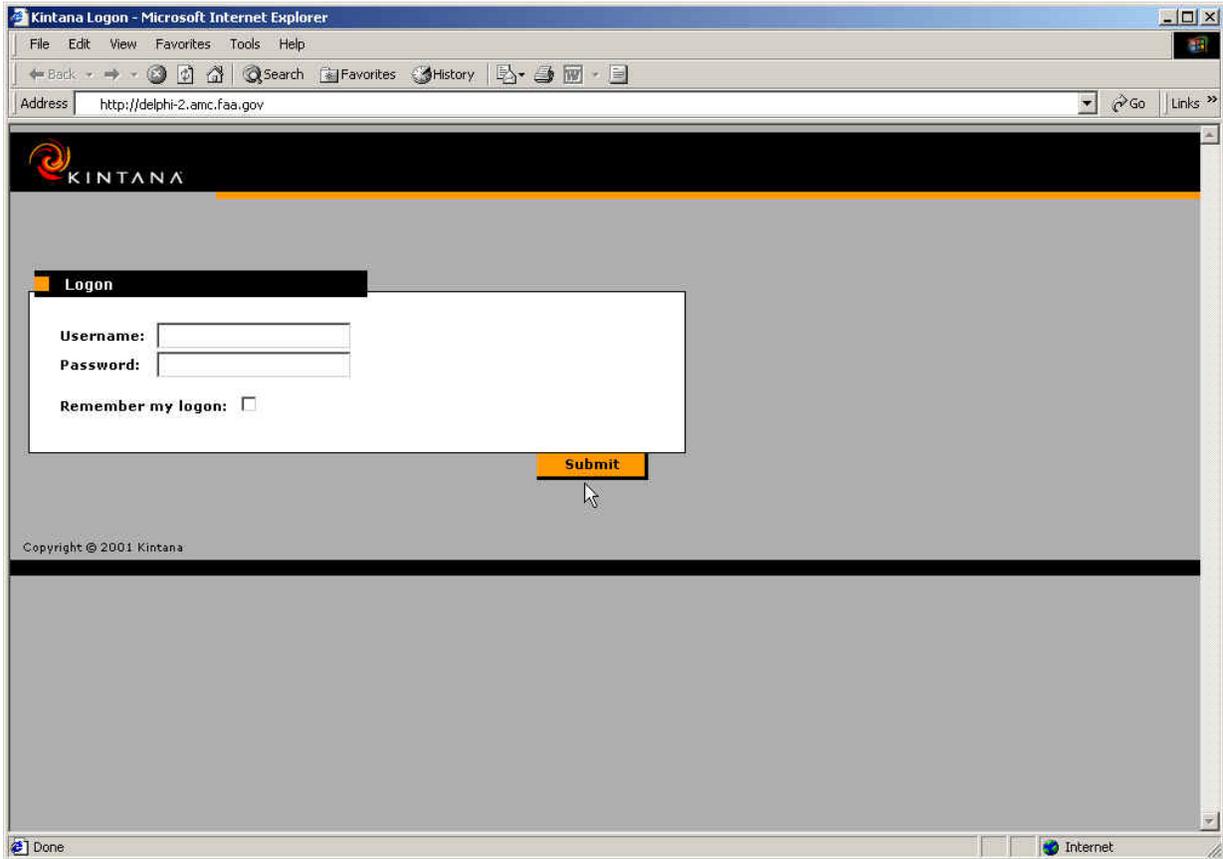
Lab 2 Solutions: Entering Questions in Kintana

Step 1: Access Kintana Test System

1. Open your Internet Browser.

N → Internet Browser → <http://delphi-1.amc.faa.gov:58080/kintana/web/knta/global/Home.jsp>

Step 2: Enter the Request



2. Enter your User-ID and Password.
3. Select (B) Submit.

Lab 2 Solutions: Entering Questions in Kintana

Kintana Home

My Requests

Req #	Req Type	Description	Status	Assigned To	Priority	Created By
33610	DELPHI Syst...	Web Report - Open Agreement Status Report	System Test Functional	Theresa M...	Normal	Theresa M...
33822	DELPHI Syst...	Create a new report for Trading Partners	System Test Functional	Theresa M...	Normal	Marcus Ha...
34476	DELPHI Syst...	Please create Title XI Report	System Test Functional	Theresa M...	Normal	Theresa M...
38310	DELPHI Syst...	No Eligible Exp or Events in VNTC proje...	Analysis Phase	Theresa M...	Critical	Theresa M...
38569	DELPHI Syst...	Please update SQL for Table Validation ...	System Test Functional	Theresa M...	High	Theresa M...

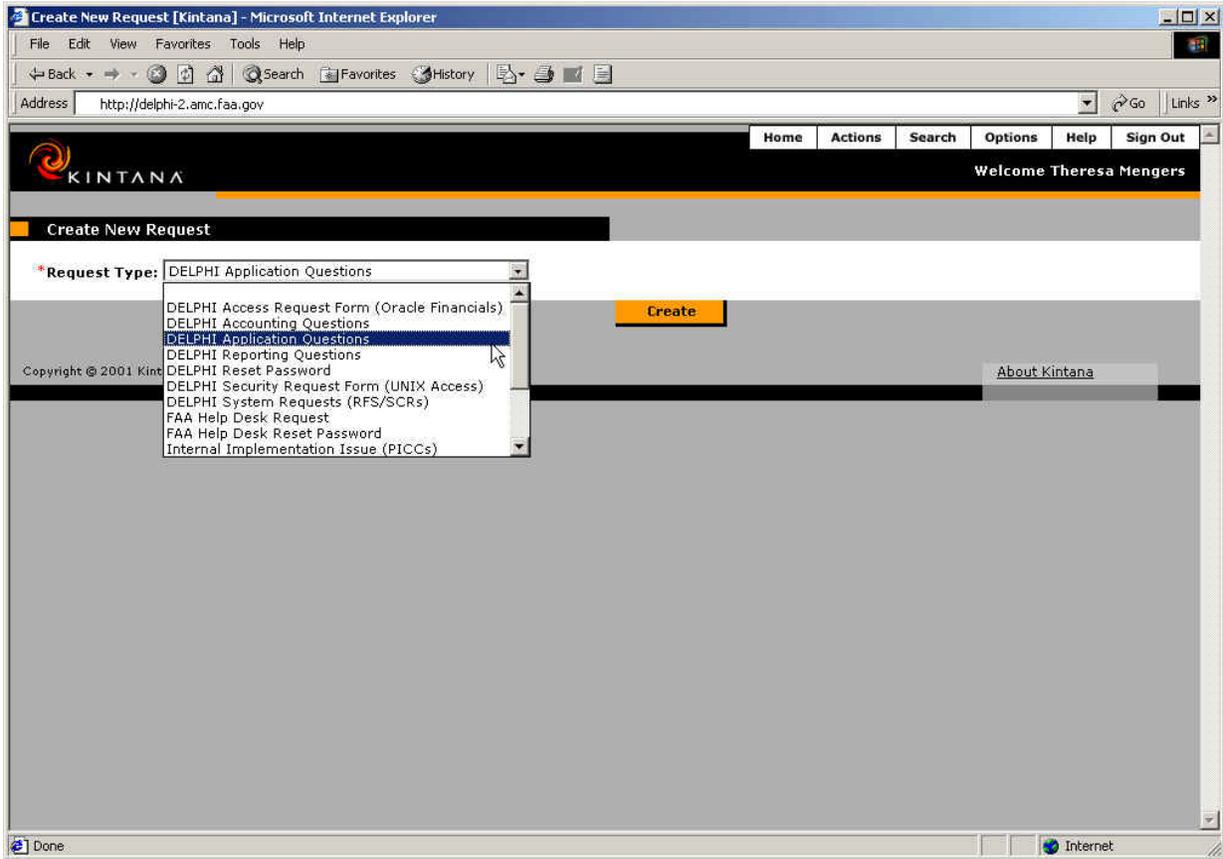
Showing 1 to 5 of 44: Maximize

Copyright © 2001 Kintana

About Kintana

4. In the Kintana Home window, select Create A Request from the Actions dropdown menu.

Lab 2 Solutions: Entering Questions in Kintana



5. Select DELPHI Application Question from the Request Type dropdown list.
6. Select (B) Create.

Lab 2 Solutions: Entering Questions in Kintana

Header	
Created By:	tmengers
* Department:	Maritime Administra
Workflow:	MARAD_HELP_DESK
* Priority:	Critical
Assigned To:	
* Request Group:	DELPHI
* Description:	What do I enter under Site Uses on the General Tab
Sub-Type:	
* Application:	Accounts Payable
Assigned Group:	DELPHI Help Desk
Contact Name:	
Contact Phone:	
Contact Email:	

Details	
Application Question	
**Note:	The text boxes below are limited to 200 characters each. In addition, you may use either the notes field or simply attach a document(s) from your desktop in Word format.
* Application Question:	I am not sure which boxes to check on the Site Uses.
Additional Space (1):	
Additional Space (2):	
Error #:	
Conc. Req.#:	
Form Name:	
*Note:	The fields in red are required. Please be as thorough as possible. Enter "NA" if the information requested is not applicable to your issue.
* Responsibility:	AP Accounting Technician
* Navigation path:	N-Suppliers-Entry
* Set of Books:	MARAD
* Batch Name:	N/A
* Supplier Name:	Acme
* Invoice #:	N/A
* Customer Name:	N/A
* Receipt #:	N/A

- Complete all required fields marked by red *. Do not enter N/A in a required field unless it does not apply to the question.

Lab 2 Solutions: Entering Questions in Kintana

Resolution Information

* Primary Name: John Doe
* Primary Telephone: 202-366-0000
* Primary Email: John.Doe@MARAD.dot.gov

Secondary Name: _____
Secondary Telephone: _____
Secondary Email: _____

Resolution to Question: _____
Add'l Resolution Space: _____
Resolution Contact: _____

Resolution Accepted by OA?: Approved
By DELPHI Group?: Approved

Tar # _____
Bug # _____

Update existing Tutor doc? No
Create Tutor Document? No
Publish in OA folder? No
Publish in FAQ folder? No
Exported to DELPHI? No

Estm. Completion Date _____

Notes

References

New URL: _____ View URL Description: _____
New URL: _____ View URL Description: _____
New Attachment: _____ Browse... Description: _____
New Attachment: _____ Browse... Description: _____

Submit **Cancel**

8. Optionally, enter notes and attach references.
9. Select (B) Submit to enter your new Request into the database and open the Request Creation Confirmed screen.

Home Actions Search Options Help Sign Out

KINTANA Welcome Theresa Mengers

Request Creation Confirmed

The following request has been created and submitted:
Request #: 40292 **Description:** What do I enter under Site Uses on the General Tab

Create New Request

*Request Type: _____

Create

Copyright © 2001 Kintana [About Kintana](#)

10. Record the number of your request for future reference.

Using Kintana to Manage Requests

Users of Kintana have the ability, based on their security, to interact with and review Requests. **OA Key Users** have the responsibility of interacting with the workflow in Kintana when they are reviewing, resolving, and approving Requests.

Interacting with the Workflow in Kintana

Accessing Kintana

Internet Browser

N → Internet Browser → DELPHI Home Page

DELPHI Assistance

Access DELPHI Assistance through the DELPHI Home page [<http://sdelphi.jccbi.gov>] in any standard Internet Browser.

U.S. Department of Transportation

DELPHI Home

<http://sdelphi.frcbi.gov>

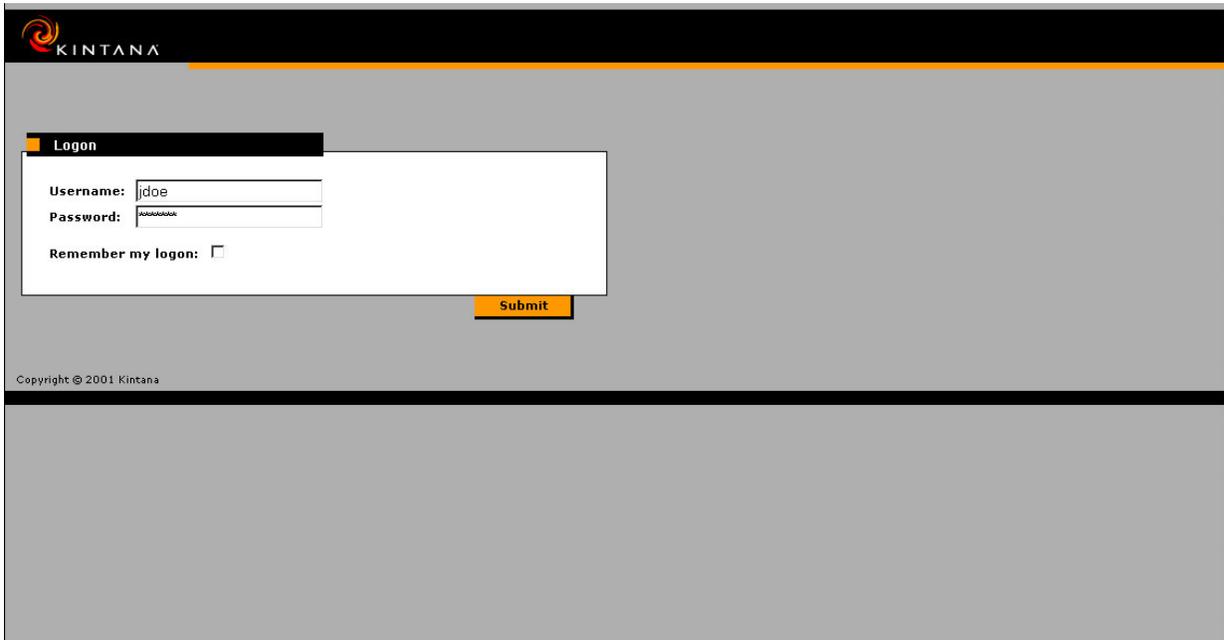
DELPHI Normal Hours
Monday thru Saturday from 5am to 8pm CST

DELPHI Access	DELPHI Access
DELPHI Document Imaging	DELPHI Doc Imaging Markview Web Inbox Markview Web Inquiry
DELPHI Web Reports	DELPHI Web Reports Vendor Lookup
Notification of Change	2002, 2001, 2000
DELPHI Help	Online Helpdesk (Tutor) Create Kintana Requests
DELPHI Project Documentation	DELPHI Project Docs Software Download Page
DELPHI Project Homepage	DELPHI Project Homepage
DELPHI Software Downloads	Adi 7.1.3 (base) Adi 7.1.10 (patch) Prod sqlnet.ora Prod tnsnames.ora

48701

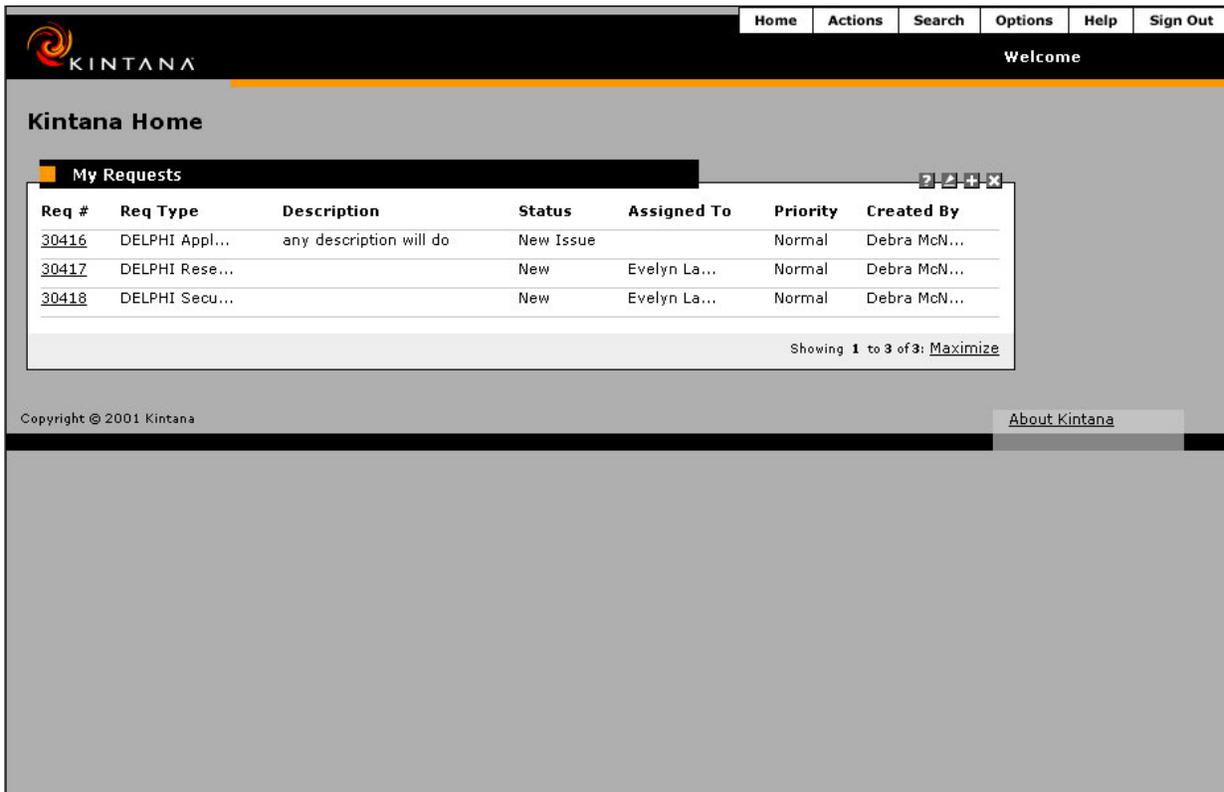
Optimized for Internet Explorer 5.5 - 1024x768
You are using Microsoft Internet Explorer 5.5 - 1152x864

1. Select the Create Kintana Requests hyperlink. The Kintana logon screen appears.



2. Enter your username and password at the Kintana Logon Screen and select (B) Submit.

Search Requests



3. In the Kintana Home window, select Requests from the Search dropdown menu that is located in the upper right area of the window.



[Home](#) | [Actions](#) | [Search](#) | [Options](#) | [Help](#) | [Sign Out](#)

Welcome

Request Search

Search Information

Request #:

Request Type:

Status:

Assigned To:

Assigned To Group:

Created By:

Creation Date From: To:

Keywords:

Include Closed? Yes No

Eligible for My Action? Yes No

Department:

Request Sub Type:

Workflow:

Priority:

Request Group:

Application:

Contact:

Company Name:

Result Display Options

Sort By: Ascending Descending

*Maximum Requests Displayed:

4. In the Request Search window, enter the search information.

REQUEST SEARCH		
Search Information Area		
Field Name	Comments	Required?
Request #	Enter a request number to limit your search.	No
Request Type	Used to limit your query to a specific request type.	No
Status	Used to limit the query to requests with a specific request status or a set of request statuses.	No
Assigned To	Used to limit the query to requests assigned to a specific user.	No
Assigned To Group	Used to limit the query to requests assigned to a specific group.	No
Created By	Used to limit the query to requests created by a specific Kintana user.	No
Creation Date From	This date field is used to limit the query to only requests created within a specific date range. Enter the beginning date of the range.	No
Creation Date To	This date field is used to limit the query to only requests created within a specific date range. Enter the ending date of the range.	No
Keywords	Free form field that is used to search for strings in either the description field or attached Notes in Requests.	No
Include Closed?	Select No to limit your search by excluding closed Requests.	No
Eligible for My Action?	Select Yes to limit your search by excluding any request not eligible for action by you.	No
Department	Select your department.	No
Request Sub Type	Not used for this request type.	No
Workflow	Used to limit your query to requests that use a specific workflow.	No

Priority	Used to limit your query to requests with a specific priority.	No
Request Group	Select DELPHI.	No
Application	Used to limit your query to requests with a specific application.	No
Contact	Used to limit your query to requests with a specific contact value in the Contract Name field.	No
Company Name	Used to limit your query to requests with a specific value in the Company Name field.	No
Result Display Options		
Sort By	Select from LOV the criteria to sort the query results. Select either the ascending or descending radio button.	Yes
Maximum Requests Displayed	Select the maximum requests to display. The default is 200.	Yes

Request Query Results

KINTANA					Home	Actions	Search	Options	Help	Sign Out
										Welcome
Request Search Results										
										Showing 62 Results
Req #	Request Type	Status	Last Updated	Description						
30415	FAA Help Desk Request	Oracle Support	October 10, 2002	this is a test						
30403	DELPHI Application Questions	New Issue	April 15, 2002							
30404	DELPHI Application Questions	New Issue	April 15, 2002	What do I enter under Site Uses on the General tab						
30405	DELPHI Accounting Questions	New Issue	April 16, 2002	This is a test.						
30416	DELPHI Application Questions	New Issue	October 11, 2002	any description will do						
30408	DELPHI Accounting Questions	New Issue	June 5, 2002	Explain your issue						
30406	DELPHI Accounting Questions	New Issue	April 16, 2002	This is a test.						
30064	DELPHI Access Request Form (Oracle Financials)	New	June 1, 2000	set up a new user						
30066	DELPHI Access Request Form (Oracle Financials)	New	June 1, 2000	DEMO TEST						
30067	Security - Incident Report	New	June 1, 2000	Security NO-NO						
30082	DELPHI Reset Password	New	June 30, 2000	Reset Password ASAP						
30083	DELPHI Access Request Form (Oracle Financials)	New	July 3, 2000	provide new user with access to PO ACCOUNTING TECHNICIAN, GL FUNDS MANAGER, AP CREDIT CARD ADMINISTRATOR, FA ACCOUNTING TECHNICIAN, AP FUNDS MANAGER						
30204	DELPHI Access Request Form (Oracle Financials)	New	October 4, 2000	Add Responsibilities to New User						
30211	DELPHI Reset Password	New	November 3, 2000	Test on D1 for email						
30323	DELPHI Access Request Form (Oracle Financials)	New	May 31, 2001							
30418	DELPHI Security Request Form (UNIX Access)	New	October 15, 2002							
30417	DELPHI Reset Password	New	October 14, 2002							
30411	DELPHI Access Request Form (Oracle Financials)	New	October 2, 2002							
30409	DELPHI Reset Password	New	June 5, 2002							

The Request Query Results screen displays all of the Requests that match your query.

- Select the Request # link to display information for the particular Request.

Update Request Details

KINTANA		Home	Actions	Search	Options	Help	Sign Out
Welcome							
Request Details							
Request #: 30064 Description: set up a new user Request Status: New Action Required: None View Full Status Below							
Header Details Notes Status							
Request No.:	30064	Request Type:	DELPHI Access Request Form (Oracle Financials)	Created By:	cdrummon		
Department:	Federal Aviation Administration	Sub-Type:		Created On:	June 1, 2000		
Workflow:	DELPHI User Access Request Form	Application:	Project Accounting	Request Status:	New		
Priority:	Critical	Assigned Group:	DELPHI Security Desk	Contact Name:			
Assigned To:	elatorre			Contact Phone:			
Request Group:	DELPHI			Contact Email:			
Description:	set up a new user						
Details							
DELPHI User Access Request							
Type of Request:	New User	Gender*:	female				
Requesting Kintana Access: Remove Employee from HR Table?	No	SSN(Last 6 digits):	123456				
First Name:	DELPHI	Hire Date:	June 1, 2000				
M/I:	I	Office Phone*:	405 555 5555				
Last Name:	Princess	FAX:					
Title*:	Project Manager	Supervisor*:					
Organization/Location*:	MMAC	Requestor email addr:	theresa_mengers				
User email*:	cindy_ctr_akerman	Job*:					
Position*:							
Mailing Address*							
Street Number:	6500 S. MacArthur						
City:	OKC						
State:	OK						
Zip Code:	73125						
*							
User Responsibilities:							
Note: **							
New Responsibilities:	PA Project Manager						
Additional Space (1):							
Additional Space (2):							
Status							
Seq	Workflow Step Name	Step Status	User Name	Date			
1	Security Officer Desk Check.	Approved	Brent Bowen	6/1/00 10:02 AM CDT			
2	Close (Immediate success)	Closed	Brent Bowen	6/1/00 10:02 AM CDT			
3	Close (Immediate failure)						
Graphical View							

- Navigate to the Status section by selecting the View Full Status Below hyperlink at the top of the Request Details window.

Workflow Status

Status				
Seq	Workflow Step Name	Step Status	User Name	Date
1	New issue submitted to the OA support role for resolution.	Resolved Y/N?		10/11/02 12:58 PM CDT
2	Assign OA's Request here			
3	Request forwarded for DELPHI resolution.			
4	Assign OA's Resolution to the issue			
5	DELPHI Resolution Approved by OA?			
6	Request resolution Approved by DELPHI?			
7	Rework Request Resolution			
8	Submit an SCR			
9	Is the Tutor documentation complete or does it require updating?			
10	Request resolved and ready for publishing.			
11	Close (Do not publish)			
12	Copy of Close (Do not publish)			

[Graphical View](#)

References

New URL: Description:

New Attachment: Description:

All steps in the workflow are listed. The step status column reflects the status of each step that has been traversed. If the current step is awaiting action by someone else, the step status is "**eligible**" in bold text. If the current step is awaiting your action, a blue button will be visible with the required action displayed.

Graphical Workflow

7. To look at a graphical view of the workflow select  at the bottom of the Status section.

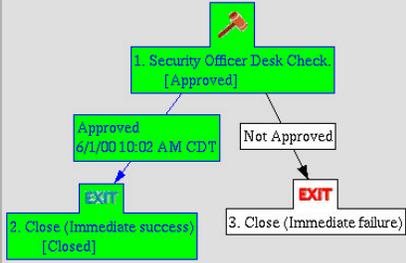
 KINTANA
Home Actions Search Options Help Sign Out

Welcome

Graphical Workflow

Legend:

Steps: never visited visited active Transitions: never traversed traversed Showing: Current transaction status



Copyright © 2001 Kintana
[About Kintana](#)

Steps that have been completed are shaded in green. Active steps are shaded in yellow. Steps that have never been visited are white.

8. To return to the Request Details window, select (B) Back icon in your Internet Browser.

Status				
Seq	Workflow Step Name	Step Status	User Name	Date
1	New issue submitted to the OA support role for resolution.	Resolved Y/N?		10/11/02 12:58 PM CDT
2	Assign OA's Request here			
3	Request forwarded for DELPHI resolution.			
4	Assign OA's Resolution to the issue			
5	DELPHI Resolution Approved by OA?			
6	Request resolution Approved by DELPHI?			
7	Rework Request Resolution			
8	Submit an SCR			
9	Is the Tutor documentation complete or does it require updating?			
10	Request resolved and ready for publishing.			
11	Close (Do not publish)			
12	Copy of Close (Do not publish)			

[Graphical View](#)

References

New URL: Description:

New Attachment: Description:

9. To take action, select (B) Reserved Y/N?.

Home Actions Search Options Help Sign Out

KINTANA Welcome

Request: Workflow Action

Summary

Request #: 30416 Request Type: DELPHI Application Questions Created By: dmcneely
 Description: any description will do
 Request Status: New Issue

Action Required

Please choose an outcome for the step: **New issue submitted to the OA support role for resolution.**

Yes, the issue has been resolved by the OA.
 No, the issue cannot be resolved by the OA.
 Cancel

Notes:

Copyright © 2001 Kintana [About Kintana](#)

10. Answer the question by selecting a radio button.

11. Enter pertinent information in the Notes box.

12. Select (B) OK.

Lab 3: Interacting with Kintana

Scenario

1. You are the OA Key User. You have examined the request created in Lab 2 and find that you cannot answer the question. Using the workflow in Kintana Create Express, move the request forward for the DELPHI staff to resolve.
2. Use the Kintana test system.

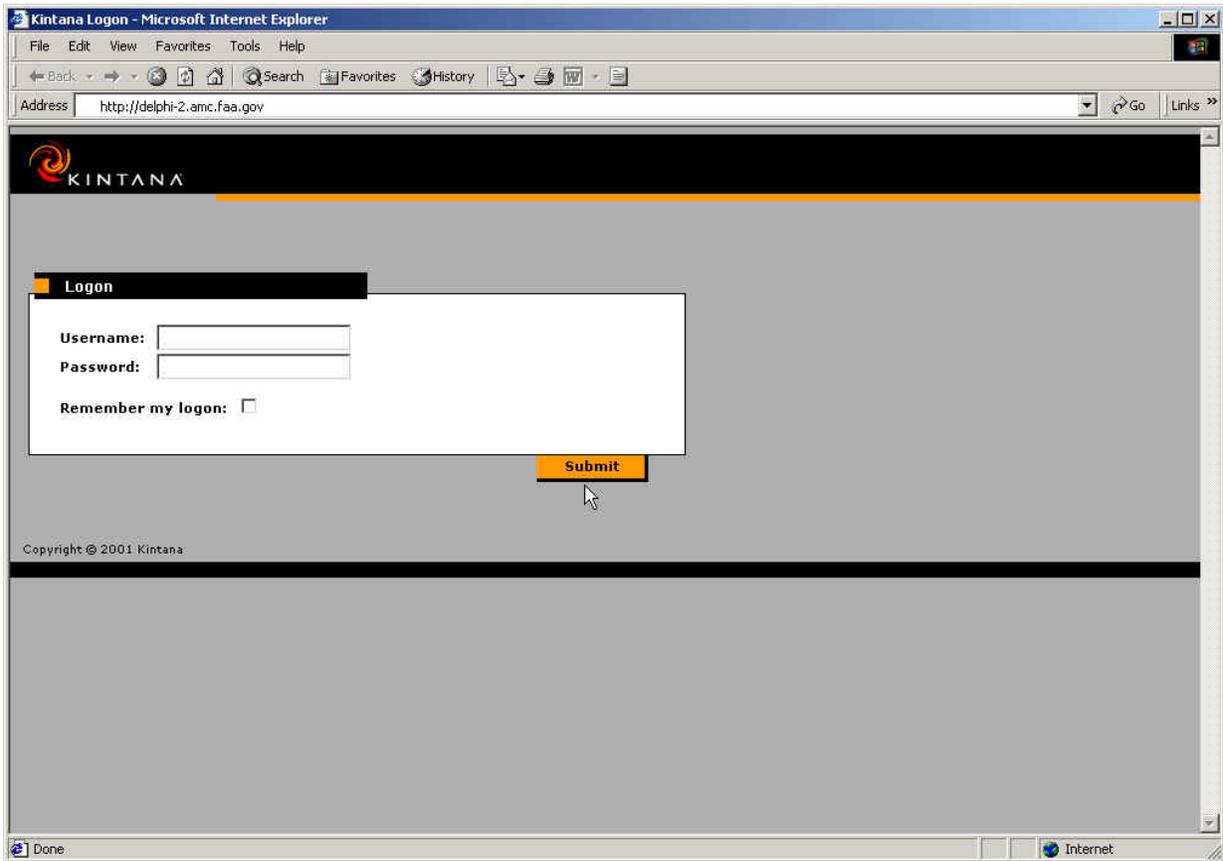
Lab 3 Solutions: Interacting with Kintana

Step 1: Access Kintana Test System

1. Open your Internet Browser.

N → Internet Browser → <http://delphi-1.amc.faa.gov:58080/kintana/web/knta/global/Home.jsp>

Step 2: Enter the Request



2. Enter your User-ID and Password.
3. Select (B) Submit.

Lab 3 Solutions: Interacting with Kintana

The screenshot shows the Kintana Home page. At the top, there is a navigation bar with links for Home, Actions, Search, Options, Help, and Sign Out. The Kintana logo is on the left, and 'Welcome' is on the right. Below the navigation bar, the page title is 'Kintana Home'. A section titled 'My Requests' contains a table with the following data:

Req #	Req Type	Description	Status	Assigned To	Priority	Created By
30416	DELPHI Appl...	any description will do	New Issue		Normal	Debra McN...
30417	DELPHI Rese...		New	Evelyn La...	Normal	Debra McN...
30418	DELPHI Secu...		New	Evelyn La...	Normal	Debra McN...

Below the table, it says 'Showing 1 to 3 of 3: Maximize'. At the bottom left, there is a copyright notice: 'Copyright © 2001 Kintana'. At the bottom right, there is a link for 'About Kintana'.

4. In the Kintana Home window, select Requests from the Search dropdown menu.

Lab 3 Solutions: Interacting with Kintana

Request Search

Search Information

Request #:

Request Type:

Status:

Assigned To:

Assigned To Group:

Created By:

Creation Date From: To:

Keywords:

Include Closed? Yes No

Eligible for My Action? Yes No

Department:

Request Sub Type:

Workflow:

Priority:

Request Group:

Application:

Contact:

Company Name:

Result Display Options

Sort By: Ascending Descending

*Maximum Requests Displayed:

Search **Reset**

5. In the Request Search window, enter the Request # you entered in Lab 2.
6. Select (B) Search to retrieve the request.

Request Search Results

Showing 1 Results

Req #	Request Type	Status	Last Updated	Description
33610	DELPHI System Requests (RFS/SCRs)	System Test Functional	August 16, 2002	Web Report - Open Agreement Status Report

Showing 1 Results

Copyright © 2001 Kintana [About Kintana](#)

Lab 3 Solutions: Interacting with Kintana

7. Select the Request # hyperlink to display information for your Request.
8. Scroll down to the Status section.

Seq	Workflow Step Name	Step Status	User Name	Date
1	New issue submitted to the OA support role for resolution.	Resolved Y/N?		10/11/02 12:58 PM CDT
2	Assign OA's Request here			
3	Request forwarded for DELPHI resolution.			
4	Assign OA's Resolution to the issue			
5	DELPHI Resolution Approved by OA?			
6	Request resolution Approved by DELPHI?			
7	Rework Request Resolution			
8	Submit an SCR			
9	Is the Tutor documentation complete or does it require updating?			
10	Request resolved and ready for publishing.			
11	Close (Do not publish)			
12	Copy of Close (Do not publish)			

 Graphical View

References	
New URL: <input type="text"/>	<input type="button" value="View URL"/> Description: <input type="text"/>
New Attachment: <input type="text"/>	<input type="button" value="Browse..."/> Description: <input type="text"/>

9. Select (B) Resolved Y/N.

Lab 3 Solutions: Interacting with Kintana

Request: Workflow Action

Summary

Request #: 30416 **Request Type:** DELPHI Application Questions **Created By:** dmcneely
Description: any description will do
Request Status: New Issue

Action Required

Please choose an outcome for the step: **New issue submitted to the OA support role for resolution.**

Yes, the issue has been resolved by the OA.
 No, the issue cannot be resolved by the OA.
 Cancel

Notes:

OK Cancel

Copyright © 2001 Kintana [About Kintana](#)

10. Select the radio button beside "No, the issue cannot be resolved by the OA."
11. Optionally, enter additional notes about the Request.
12. Select (B) OK. The workflow advances to the next step for DELPHI resolution.

Status

Seq	Workflow Step Name	Step Status	User Name	Date
1	New issue submitted to the OA support role for resolution.	Resolved Y/N?		10/11/02 12:58 PM CDT
2	Assign OA's Request here			
3	Request forwarded for DELPHI resolution.			
4	Assign OA's Resolution to the issue			
5	DELPHI Resolution Approved by OA?			
6	Request resolution Approved by DELPHI?			
7	Rework Request Resolution			
8	Submit an SCR			
9	Is the Tutor documentation complete or does it require updating?			
10	Request resolved and ready for publishing.			
11	Close (Do not publish)			
12	Copy of Close (Do not publish)			

[Graphical View](#)

References

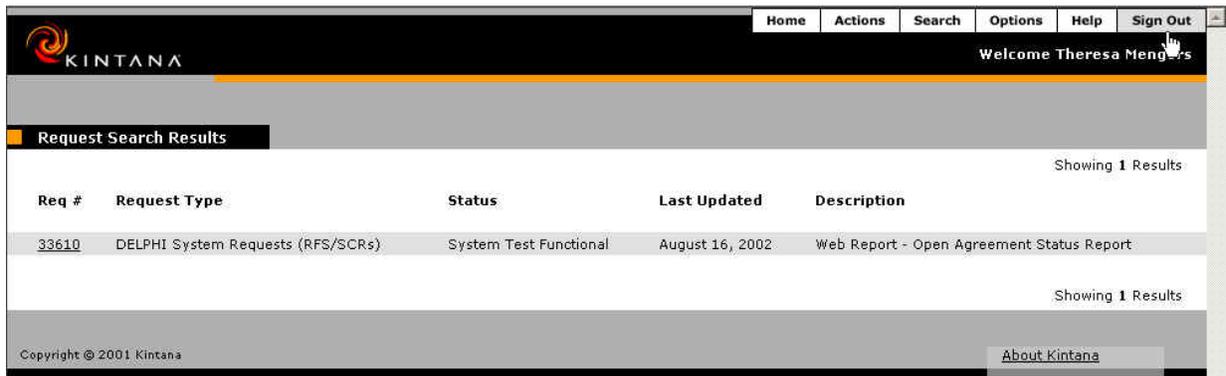
New URL: **Description:**

New Attachment: **Description:**

OK Cancel

13. Scroll to the top of the screen.

Lab 3 Solutions: Interacting with Kintana Create Express



The screenshot displays the Kintana Create Express web application interface. At the top, there is a navigation menu with links for Home, Actions, Search, Options, Help, and Sign Out. The user is logged in as Theresa Mengler, and the interface shows a "Request Search Results" section. A table lists search results with columns for Req #, Request Type, Status, Last Updated, and Description. One result is shown: Req # 33610, Request Type DELPHI System Requests (RFS/SCRs), Status System Test Functional, Last Updated August 16, 2002, and Description Web Report - Open Agreement Status Report. The interface also includes a "Showing 1 Results" indicator and a footer with copyright information and an "About Kintana" link.

Req #	Request Type	Status	Last Updated	Description
33610	DELPHI System Requests (RFS/SCRs)	System Test Functional	August 16, 2002	Web Report - Open Agreement Status Report

14. Select (M) Sign Out.

Additional Information for Security Officers

Security officers will enter DELPHI access requests in Kintana. Before submitting the request the employee must be set up as an employee in the DELPHI Oracle Financial Applications.

The e-mail address must be accurate and in the proper format. Example:

John.Doe@ost.dot.gov. Enter your access requests using the following guidance.

Entering DELPHI Access Request

Accessing Kintana

Internet Browser

N → Internet Browser → DELPHI Home Page

DELPHI Home Page

Access Kintana through the DELPHI Home page [<http://sdelphi.jccbi.gov>] in any standard Internet Browser.

U.S. Department of Transportation

DELPHI Home

<http://sdelphi.frcbi.gov>

DELPHI Normal Hours
Monday thru Saturday from 5am to 8pm CST

DELPHI Access	DELPHI Access
DELPHI Document Imaging	DELPHI Doc Imaging Markview Web Inbox Markview Web Inquiry
DELPHI Web Reports	DELPHI Web Reports Vendor Lookup
Notification of Change	2002, 2001, 2000
DELPHI Help	Online Helpdesk (Tutor) Create Kintana Requests
DELPHI Project Documentation	DELPHI Project Docs Software Download Page
DELPHI Project Homepage	DELPHI Project Homepage
DELPHI Software Downloads	Adi 7.1.3 (base) Adi 7.1.10 (patch) Prod sqlnet.ora Prod tnsnames.ora

48701

Optimized for Internet Explorer 5.5 - 1024x768
You are using Microsoft Internet Explorer 5.5 - 1152x864

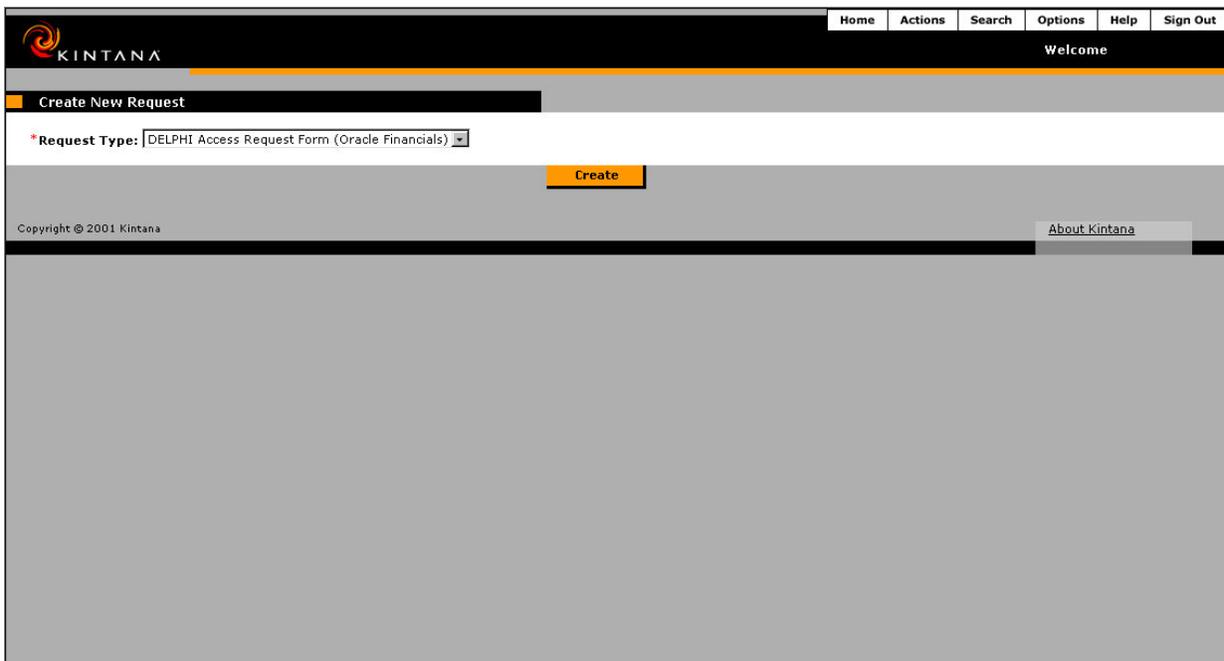
1. Select the Create Kintana Requests hyperlink. The Kintana Logon screen will appear.



2. Enter your username and password at the Kintana Logon screen and select (B) Submit.

When entering your password for the first time you are prompted to enter a new password and confirm the password you just entered. Please note that the password field is case sensitive.

Create New Request



3. In the Create New Request window, select Create A Request from the Actions dropdown menu located in the upper right area of the window.

4. In the Create New Request window, select DELPHI Access Request Form (Oracle Financials) from the LOV in the Request Type field.
5. Select (B) Create.

Create New DELPHI Access Request Form

KINTANA

Home Actions Search Options Help Sign Out

Welcome

Create New DELPHI Access Request Form (Oracle Financials)

Header

* Created By:	dmcneely		
* Department:	<input type="text" value="Select your department"/>	Sub-Type:	<input type="text"/>
Workflow:	DELPHI User Access Request Form		
Priority:	<input type="text" value="Normal"/>	Application:	<input type="text"/>
Assigned To:	<input type="text" value="elatorre"/>	Assigned Group:	<input type="text" value="DELPHI Security Desk"/>
Request Group:	<input type="text"/>	Contact Name:	<input type="text"/>
Description:	<input type="text"/>		
		Contact Phone:	<input type="text"/>
		Contact Email:	<input type="text"/>

Details

DELPHI User Access Request

* Type of Request:	<input type="text" value="New User"/>	Gender*:	<input type="text" value="male"/>
Requesting Kintana Access:	<input type="radio"/> Yes <input type="radio"/> No		
* Remove Employee from HR Table?	<input type="text" value="No"/>		
* First Name:	<input type="text"/>	* SSN (Last 6 digits):	<input type="text"/>
* M/I:	<input type="text"/>	Hire Date:	<input type="text"/>
* Last Name:	<input type="text"/>	* Office Phone*:	<input type="text"/>
Title*:	<input type="text"/>	FAX:	<input type="text"/>
* Organization/Location*:	<input type="text"/>	Supervisor*:	<input type="text"/>
* User email*:	<input type="text"/>	* Requestor email addr:	<input type="text"/>
Position*:	<input type="text"/>	Job*:	<input type="text"/>

Mailing Address*

* Street Number:	<input type="text"/>
* City:	<input type="text"/>
* State:	<input type="text"/>
* Zip Code:	<input type="text"/>

* This information is being collected to set up employees in Purchasing. The information will also be used in the Projects and Payables module

User Responsibilities:

Note: ** The Text Boxes below are limited to 200 characters. In addition, you may use either the notes field or simply attach a document(s) from your desktop in Word format.

*** New Responsibilities:**

Additional Space (1):

Additional Space (2):

Budget Access Level

Username:	<input type="text"/>	To:	<input type="text"/>
From:	<input type="text"/>	Modify:	<input type="radio"/> Yes <input type="radio"/> No
View:	<input type="radio"/> Yes <input type="radio"/> No	Budget SuperUser:	<input type="radio"/> Yes <input type="radio"/> No
Group SuperUser:	<input type="radio"/> Yes <input type="radio"/> No		

Copyright © Oracle Corporation, 2000. All rights reserved. Property of U. S. Department of Transportation.

DELPHI Customer Support Help Desk

Page 79

Notes

References

New URL: Description:

New URL: Description:

New Attachment: Description:

New Attachment: Description:

Note: * Indicates required field.

- Complete all required fields. Other fields are optional, but are often helpful when later reviewing an open Request.

CREATE NEW DELPHI ACCESS REQUEST FORM (Oracle Financials)		
Header Area		
Field Name	Comments	Required?
Created By	The Username defaults from the sign-on screen.	Display Only
Department	Select a value from the dropdown menu.	Yes
Sub-Type	N/A	N/A

Workflow Priority	<p>Indicates the current priority of the Request. This can be set by the requestor and updated by analysts examining the Request. Select a value from the dropdown menu. Use the following definitions:</p> <ul style="list-style-type: none"> • Low - An enhancement request has been or should be submitted to Oracle. • Normal - Items that allow for correction of erroneous entries such as accounting adjustments (unless they are required for one of the items in the emergency category). Also included are any items for which there is an acceptable workaround. Resolution - over 30 days. • High - Items that prevent timely recording of accounting transactions such as interfaces, billings, obligations, etc. Also in this category is user documentation. Resolution - within 30 days. • Critical - Items that fall into the emergency category but there is a workaround. However the workaround is unacceptable and a resolution is required. If a TAR is logged it should be P2. Resolution - 2 - 3 days. • Emergency - The only items that should be logged as emergency are items that cause a work stoppage (prevent payments from getting processed, prevent closing of month or year, or that prevent producing mandated reports (SF224, FACTS I and II, etc.). These require 24 X 7 support until they are resolved. If a TAR is logged it should be P1. Resolution - ASAP. 	No
Application	Indicates which system application the Request currently falls under. Select a value from the dropdown menu.	Yes
Contact Name	The person assigned to the request will enter this value.	No
Assigned To	Defaults to the DELPHI Security Officer. No action is required.	No
Assigned Group	Defaults to the DELPHI Security Desk. No action is required.	No
Contact Phone	The person assigned to the request will enter this value.	
Request Group	Choose DELPHI.	No
Contact Email	The person assigned to the request will enter this value.	No
Description	Enter a brief description.	No
DETAILS Area		

DELPHI User Access Request Area		
Type of Request	Defaults to "Reset Password".	Yes
SSN(Last 6 digits)	Enter the last 6 numbers of the employee's Social Security Number.	Yes
Userid	Enter the User ID of the employee.	Yes
Office Phone	Enter the employee's office phone number.	Yes
First Name	Enter the employee's first name.	Yes
Hire Date	Optional field.	No
M/I	Enter the employee's middle initial.	Yes
Supervisor	Optional field.	No
Last Name	Enter the employee's last name.	Yes
Title	Optional field.	No
Organization/Location	Enter your organization and location.	Yes
Requestor email addr:	Enter the requestor's email address.	Yes
Notes Area		
Enter any notes pertaining to the current Request.		
Request References		
New URL	Enter the Universal Resource Location (URL) related to the current Request.	No
View URL	Select to view saved HTML page.	No
Description	Enter the description of the documents related to the current Request.	No
New Attachment	Attach a document, graphic, spreadsheet, etc. to provide additional information about the current Request.	No
Browse	Select (B) Browse to find the file you want to attach.	No
Description	Enter a description of the file attached.	No

7. Select (B) Submit to enter your new Request into the database and open the Request Creation Confirmed screen.

Request Creation Confirmed

Request Creation Confirmed

The following request has been created and submitted:
Request #: 30428 **Description:**

Create New Request

*Request Type:

Create

Copyright © 2001 Kintana [About Kintana](#)

The Request #. is automatically generated.

8. Select the hyperlink Request # to view the newly created Update Request Details screen.

Update Request Details

Request Details

Request #: 30428 Description: Action Required: **Approve/Disapprove** [View Full Status Below](#)

Request Status: New

Header [Details](#) | [Notes](#) | [Status](#) | [References](#)

Request No.: 30428 **Request Type:** DELPHI Access Request Form (Oracle Financials) **Created By:** dmcneely

* **Department:** **Sub-Type:** **Created On:** November 22, 2002

Workflow: DELPHI User Access Request Form **Request Status:** New

Priority: Normal **Application:** **Contact Name:**

Assigned To: elatorre **Assigned Group:** DELPHI Security Desk **Contact Phone:**

Request Group: **Contact Email:**

Description:

Details

DELPHI User Access Request

* **Type of Request:** New User **Gender*:** male

Requesting Kintana Access: Yes No

* **Remove Employee from HR Table?** No

* **First Name:** New

* **M/I:** B

* **Last Name:** Employee

Title*:

* **Organization/Location*:** AMZ200

* **User email*:** newemployee@jccbi.gov

Position*:

* **SSN(Last 6 digits):** 123456

Hire Date:

* **Office Phone*:** 405-954-8777

FAX:

Supervisor*:

* **Requestor email addr:** requestor@jccbi.gov

Job*:

Mailing Address*

* **Street Number:** 6500 S MacArthur
 * **City:** OKC
 * **State:** OK
 * **Zip Code:** 73002
 *

This information is being collected to set up employees in Purchasing. The information will also be used in the Projects and Payables module

User Responsibilities:

Note: ** The Text Boxes below are limited to 200 characters. In addition, you may use either the notes field or simply attach a document(s) from your desktop in Word format.

* **New Responsibilities:** Enter new responsibilities

Additional Space (1):

Additional Space (2):

Budget Access Level

Username:

From:

View: Yes No

Group SuperUser: Yes No

To:

Modify: Yes No

Budget SuperUser: Yes No

Notes

Status

Seq	Workflow Step Name	Step Status	User Name	Date
1	Security Officer Desk Check.	Approve/Disapprove		11/22/02 11:18 AM CST
2	Close (Immediate success)			
3	Close (Immediate failure)			

[Graphical View](#)

References

New URL: **Description:**

New Attachment: **Description:**

You can quickly navigate to the Details, Notes, Status, or References by selecting the hyperlink at the top of the Update Request Details screen.

The following is a brief description of what each section contains:

- **Details** – contains information which apply directly to the particular Request type that was created, as well as, any captured User Data.
- **Notes** – displays any notes pertaining to the current Request.
- **Status** – displays all of the Workflow Steps to which the Request is to be routed, and gives the status of each completed/in-progress step. If a blue button is displayed adjacent to a step in the flow, you can interact by selecting the button and answering the questions that are displayed.
- **References** - displays the URL and Description for documents related to the current Request.

9. Select one of the following to proceed or end your session:
- In the Banner section, select (B) Home to proceed to the Main Page.
 - In the Banner section, select (B) Sign Out to end the session.
 - From the Internet Browser, select (B) Back icon to return to the list of queried Requests.

Summary

Summary

DELPHI users can use the Kintana helpdesk system to log three types of requests for assistance:

- Ask an accounting question, application, or reporting question
- Get your password reset
- Request access to Oracle Financials or Kintana (security officers).

Requests can be managed and tracked using Kintana.